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Bruce P. Beausejour

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March 25, 2002

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: <u>D.T.E. 99-271</u>

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for February 2002 using the Carrier-to-Carrier ("C2C") Guidelines.

Also enclosed are two industry letters. The first is a letter to Massachusetts Carriers regarding the availability of an 800 number to call with questions regarding Massachusetts Carrier-to-Carrier Performance Reports. The second is a letter regarding a website that will provide CLECs with the ability to access their Massachusetts C2C reports directly on-line.

Copies of carrier-specific C2C reports and data files are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Michael Isenberg, Esquire, Director – Telecommunications Division Tina Chin, Esquire, Hearing Officer

Attached Service List



Dear Recipient of MA Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Massachusetts Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-MA's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	John Keenan	Director	617-743-6547
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan Director - Wholesale Performance Assurance



March 25, 2002

Massachusetts Wholesale Customer:

Aggregate and CLEC-specific Verizon Carrier-to-Carrier ("C2C") Reports and detailed data files are now available from a Verizon web site called WISE (Wholesale Internet Service Engine) Performance Measures. Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user-friendly. It should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing FCC or State reports, these user-ids and passwords will allow you to review your reports without any additional updating.

For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password, and digital certificate process is completed. Beginning the following month, you will receive your monthly C2C reports as before and, in addition, you will have the opportunity to access and download your reports from the WISE web site as well.

Summary of Events

	Action	Data Month	Available via WISE
-	Obtain IDs for new users Receive reports via Mail Reports available via WISE	February 2002	March 25, 2002
-	Receive reports via Mail Reports available via WISE	March 2002	April 25, 2002
-	Receive reports via Mail Reports available via WISE	April 2002	May 25, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email enrique.j.lopez@verizon.com

Respectfully,

Jim MacDonald
Director – Wholesale Performance Metrics

Attachment

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: www.verizon.com/wise This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select "Where to Begin". In the "Where to Begin" section, there are 3 Steps. These steps will take you through the access process.
- 5) Step 1: For "Type of user," select CLEC. You'll be routed to another screen entitled,
 "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM CLECs." To
 ensure that only authorized employees of eligible CLECs have access to the
 measurement results, Verizon employs a user ID/password protection program.
 Complete this form and click on the "Submit" button at the bottom of the screen. Your
 new WISE login ID and password will be transmitted back to the e-mail address that you
 provide on this form.
- 6) Step 2: Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled http://128.11.40.241/perf meas ug/pmhomepage.htm)
 Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) Step 3: Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier (http://128.11.40.241/perf meas ug/pmhomepage.htm)
 Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier (http://128.11.40.241/perf meas ug/pmhomepage.htm)

 Near the bottom of the screen look, for a section entitled "*** PERFORMANCE MEASURES REPORTS & DOCUMENTATION ***" and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

		_				
Metric #	GREETE STREETE WAS AND THE STREET	Standard	¥z	Actual Performance CLEC	D)##	
	PO-1 - Response Time OSS Pre-Ordering Interface ^	Standard —	¥Z	CLEC	Difference	Observations
PO-1-01-6020 PO-1-01-6030	Customer Service Record - EDI Customer Service Record - CORBA	Perity plus <= 4 Seconds Perity plus <= 4 Seconds	1.30	2.81 0.80	1.51 -0.50	1510 1973
PO-1-01-6050 PO-1-02-6020	Customer Service Record - Web GUI	Parity plus <+ 7 Seconds	1,30	2.45	1.15	33414
PO-1-02-6030	Due Date Avellability - CORBA	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	0.08	2.31 0.57	2.25 0.51	14
PO-1-02-6050 PO-1-03-6020	Address Validation - EDI	Parity plus <= 7 Seconds Parity plus <= 4 Seconds	3.98	2.15 4.95	0.99	772
PQ-1-03-6030 PQ-1-03-6050		Parity plus <= 4 Seconds	3,96	2.57 5.18	-1.39 1.22	388
PO-1-04-6020 PO-1-04-6030	Product & Service Availability - EDI	Parity plus <= 7 Seconds Parity plus <= 10 Seconds	3,98	NA	1.44	3509
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds Parity plus <= 10 Seconds	8.44 8.44	NA 5,38	3,06	186
PO-1-05-6020 PO-1-05-6030		Parity plus <= 4 Seconds Parity plus <= 4 Seconds	4.78	8.50 3.95	1.72 -0.83	11 55
PO-1-05-6050 PO-1-06-6020	Telephone Number Availability & Reservation - Web GUI	Party plus <= 7 Seconds	4.78	5.82	1.04	1761
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	4.35	3.72 1.90	-0.63 -2.45	490 23
PO-1-05-6050 PO-1-07-6020	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI Rejected Query - EDI	Parity plus <= 7 Seconds Parity plus <= 4 Seconds	4,35 0,04	4,00 2,28	-0.35 2.22	1808 5130
PO-1-07-6030 PO-1-07-6050	Rejected Query - CORBA Rejected Query - Web GUI	Parity plus <= 4 Seconds	0.04	0.58	0.54	1262
PO-1-06-6020	% Timeouts - EDI	Parity plus <= 7 Seconds not > .33%	0.04	2.87	2.83	3224 4774
PO-1-08-6030 PO-1-08-6050	% Timeouts - CORBA % Timeouts - Web Guil	nol > .33% nol > .33%	£424	.0,00 0.04		4046 61202
PO-1-09-6020 PO-1-09-6030	Parsed CSR - EDI	Parity plus <= 10 Seconds	1.30 1.30	1.81	0.51 -0.95	599 134
FO-1-09-0030	Parsed CSR - CORSA ^Retail data is obtained from ENVIEW, and the total number of observations is	Parity plus <= 10 Seconds	1.30	1 0.35	-0.95	134
	PC-2 - OSS interface Availability*					
PO-2-02-6020 PO-2-02-6030	OSS Interf. Avail Prime Time - EDI OSS Interf. Avail Prime Time - CORBA	>=98.5% >=99.5%		100.00		0.00
PO-2-02-6060 PO-2-02-6060	OSS Interf. Avail Prime Time - Electronic Standing OSS Interf. Avail Prime Time - Maint Avail GUI Pre-Order/Ordering WEB GUI	>=99.5% >=99.5%		100.00 99,84	1	0.00 0.70
PO-2-03-6020	OSS Interf. Avail - Non-Prime - EDI]	99.73		1.30
PO-2-03-6030 PO-2-03-6040	OSS Interf. Aveil; - Non-Prime - CORBA OSS Interf. Aveil; - Non-Prime - Maint: Web GUI (RETAS)	No Standard		99.83 99.08		0.80 2.20
PO-2-03-6050 PO-2-03-6060	OSS Interf. Avail Non-Prime - Pre-order/Order WEB GUI OSS Interf. Avail - Non-Prime - Electronic Bonding]		99.08 100.00		2.20 0.00
70-2-03-0000			J	100.00		0.00
PO-5-01-2000	PO-5 - Average Notification of Interface Outage Average Notice of Interface Outage*	Not more than 20 minutes		15,00	-	1 1
					•	
PO-6-01-2000	PO-6 - Software Veldation Software Veldation	<# 5%		0.00	[138
	PO-7 - Softwere Problem Resolution Timeliness	-			_	
PQ-7-01-2000	% Bolhvare Problem Res. Timelines**	>-95%		NA NA		
PO-7-02-2000 PO-7-03-2000	Delay Hrs SAV Res Change - Xactions Falled, No Worksround** Delay Hrs SAV Res Change - Xactions Falled, With Worksround**	48 hours 10 days		NA NA	ŀ	
PO-7-04-2000	Delay His SAW Res Change - Xactions Falled, With Workaround** Delay His Falled/Rejected Test Deck - Xactions Falled, No tWA***	46 hours		NA .	[
	PO-8 - Manuel Loop Qualification				_	
PO-8-01-2000 PO-8-02-2000	% On Time - Manual Loop Qualification % On Time - Engineering Record Request	95% within 48 Hours 95% within 72 Hours		100.00 NA	ŀ	
					_	
PO-4-01-6660	PO-4 - Timeliness of Change Management Notice N Notices Sent on Time - Industry Standard, Vertion Ong. & CLEC Ong.	95%		100.00		
PQ-4-01-8671	% Notices Sent on Time - Emergency Meint, & Regulatory	95%		100.00	- [5
PO-4-02-6660 PO-4-02-6671	Change Mgrist Notice - Delay 1-7 Deps - Ind. Std., Verizon Orig. & CLEC Orig. Change Mgrist Notice - Delay 1-7 Deps - Emergency Meint. & Regulatory	No Standard No Standard		<u>₩</u>		
PO-4-03-6660 PO-4-03-6671	Change Mont, Notice - Delay 8+ Days - Ind. Std., Vertzon Ong. & CLEC Ong.	No delayed notices and documents No delayed notices and documents		-NA	F	
FO-4-03-0071		NO DESIGNATION OF STREET	ettini ovel o cesys		L	
PO-4-01-6622	PO-4 - Timeliness of Change Management Notice N-Notice Sent on Time - Regulatory	95%		- AIA 1	_	
PO-4-01-6662	% Notices Sent on Time - Inc. Std., Vertzon Orig. & CLEC Orig.	95%		NA NA	<u> </u>	
PO-4-02-6622 PO-4-02-6662	Change Mgmt, Nolice - Delay 1-7 Days - Regulatory Change Mgmt, Nolice - Delay 1-7 Days - Ind. Skir. Vertron Oco. & CLEC Orio.	No Standard No Standard		NA NA	- ⊦	
PO-4-03-6622	Change Agent, Netice - Delay 1-7 Days - Ind. Str., Vertzon Orig. & CLEC Orig. Change Agent, Netice - Delay 6- Days - Regulatory	No delayed notices and documents		- NA	F	
PO-4-03-6662	Change Mornt Notice - Delay 8+ Days - Inc. Std., Vertion Orlg. & CLEC Orlg.	No delayed notices and documents	acon over a carys		L	
	MR-1 - Response Time OSS Maintenance interface	_				
MR-1-01-2000 MR-1-02-2000	Create Trouble Status Trouble	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	7.75 4.65	3.54	-4,21 -1,23	34
MR-1-03-2000	Modify Trouble	Parity plus <= 4 Seconds	7,51	NA		
MR-1-04-2000 MR-1-05-2000	Request Cancellation of Trouble Trouble Report History (by TN/Circuit)	Parity plue <= 4 Seconds Parity plue <= 4 Seconds	9.01 0.32	0.98	2.86 0.86 9.72	13 351
MR-1-06-2000	Test Trouble (POTS Only) + RETAIL only	Parity plus <= 4 Seconds	55.33	45.61	9.72	2618
	CHICA CRAN CO. CARANTARIAN AND ANTONIO					
	Bi-1 - Timeliness of Delity Usage Feed					
BI-1-02-2030	% DUF in 4 Business Cays	95% in 4 Business Days		99.77		39622974
	Bi-2 - Timeliness of Carrier Bill					
BI-2-01-2030	Timeliness of Carrier ISS	95% in 10 Business Days		99.49	Ę	780
	Bi-3 - Billing Accuracy & Claims Processing					
81-3-04-2030 81-3-05-2030	% CLEC Shing Claims Advisored within 2 Business Days. % CLEC Shing Claims Resolved within 28 Calendar Days After Advisored ment.	95% within 2 Businese Days 95% within 28 Calendar Days		62.77 63.06		. 94
**		-v= FRIRII 20 CENINDEI Days		03.00	L.	111
	Part of the second seco					
OD + 64 +664	OD-1 - Operator Services - Speed of Answer	_				
OD-1-01-1021 OD-1-02-1021	Average Speed of Answer - Operator Services - NE OSC Average Speed of Answer - Directory Assistance - NE OSC	Perty with Retail Parity with Retail	2.72 3.64	0.28 1 2.19 1	238690 2819304	79009 1204909
	Legend Notations defined on Legend sheet - Jest page	, (100#	w. 	<u>, s</u>		1 \$114 BAB

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

	United the property of the pro			Number of Observations
Metric #	20.2. 0	Standard	CLEC Aggregate	All CLECs
PO-3-02-2000 PO-3-04-2000	PO.3 - Contact Center Availability % Answered within 30 Seconds - Ordering* % Answered within 30 Seconds - Repair*	80% within 30 Seconds 80% within 30 Seconds	94.33 92.98	3743 91716
OR-8-01-2000	OR-F - Acknowledgement Timeliness % Acknowledgements on Time	95% within 2 Hours	100.00	1259
OR-9-01-2000	OR-9 - Order Acknowledsement Completeness % Acknowledgement Completeness	D6%	100.00	1259
OR-10-01-2000 OR-10-02-2000	OR-10 - PON Notifier Exception Resolution Timeliness S. of PON Exceptions Resolved Within Three (3) Business Days S. of PON Exceptions Resolved Within 1 (10) Business Days	95% within 3 Business Days 99% within 10 Business Days	nip ND	
	the second secon			
OR-1-02-2320 OR-1-04-2100 OR-1-06-2320	OR-1 - Order Confirmation Timeliness % On Tene LSRC - Flow Through % On Tene LSRC No Pacility Check % On Tene LSRC/ASRC Facility Check	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	99.92 99.32 99.68	4946 3856 309
OR-2-02-2320 OR-2-04-2320 OR-2-06-2320	OR.2 - Reject Timeliness % On Time LSR Reject - Flow Through % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 2 Hours 95% within 34 Hours 95% within 72 Hours	100.00 98.53 100.00	2052 1356 188
	East 1 to 100 to			
OR-1-04-2341 OR-1-06-2341	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification 14 On Time LSRC No Facility Check 15 On Time LSRC/ASRC Facility Check	95% within 72 Hours 95% within 72 Hours	98.15 100.00	54 9
OR-2-04-2341 OR-2-06-2341	OR-2 - Reject Timeliness - Requiring Loop Qualification % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 100.00	44 6
	Commence of the commence of th			
OR-3-01-2000 OR-3-02-2000	OR-3 - Percent Rejects % Rejects % Rejects % Readamission Not Rejected	No Standard 95%	29.72 NA	12935
OR-4-11-2000 OR-4-18-2000 OR-4-17-2000	OR-4 - Timelinegs of Completion Notification % Completed orders with neither a PCN nor BCN sent % Provisioning Completed notifiers sent within one (1) Business Day % Billing Completion Notifier sent within two (2) Business Days	0.25% 95% 95%	40 40 40 40	
OR-5-01-2000 OR-5-03-2000	OR-5 - Percent Flow-Through % Flow Through 1 Total % Flow Through Additived	No Standard Developed 95%	54.00 94.73	9184 5235
OR-6-01-2000 OR-6-03-2000	OR-6 - Order Accuracy % Apouttoy - Orders* % Accuracy - LSRC	95% Orders without Errors not more than 5%	96.78 0.04	339 5057
OR-7-01-2000	OR-7 - Order Completeness % Order Continuation/Reacts sent within 3 Business Days	95%	99,50	12691
OR-1-04-2210 OR-1-04-2211 OR-1-04-2213 OR-1-04-2214 OR-1-06-2210 OR-1-06-2211 OR-1-06-2213 OR-1-06-2214	CR-1 - Order Confirmation Timeliness % On Time LSRC No Facility Check: DS0 % On Time LSRC No Facility Check: DS1 % On Time LSRC No Facility Check: DS1 % On Time LSRC No Facility Check (Non DS2, DS1, & DS3); % On Time LSRC No Facility Check (Non DS2, DS1, & DS3); % On Time LSRC/LARRC Facility Check: DS0 % On Time LSRC/LARRC Facility Check: DS1 % On Time LSRC/LARRC Facility Check: DS3 % On Time LSRC/LARRC Facility Check: (Non DS0, DS1, & DS3)	95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	NA NA NA 100.00 NA NA NA	163
OR-2-04-2200 OR-2-06-2200	CR-2 - Reject Timetimass % On Time LSR Reject No Facility Check % On Time LSR/AdR Reject Pacility Check [Legend Notations defined on Legend sheet - last page	95% within 46 Hours 95% within 72 Hours	100,60	175 20
	THE PERSON NAMED IN TAXABLE PARTY OF PERSON			

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	PROVISIONING - RESALE POTS / SPECIAL SERVICE	S	
Metric #		Standard	Actual Performance Number of Observations Vz CLEG Aggregate Vz All CLECs Davision Sampling Error Z-Score Davision
PR-1-04-2100 PR-1-05-2100		Parity with Retail Parity with Retail	2.54 4.85 48 16 1.61 0.46 -5.03 3.90 6.25 20 16 6.66 2.23 -1.95
PR-3-01-2100 PR-3-08-2100 PR-3-09-2100		Parity with Rebail Parity with Rebail Parity with Rebail	89.84 76.83 101451 1409 0.82 -15.55 80.87 74.29 8879 280 2.40 -2.66 97.89 98.59 8879 271 0.93
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Disperch % Missed Appointment - Verizon - No Disperch	Parity with Retail No Slandard Parity with Retail Parity with Retail	2,65
PR-5-01-2100 PR-5-02-2100	PR-5 - Facility Missed Orders % Missed Appointment - Vertron Facilities % Orders Held for Pacilities >- 15 Days	Perity with Ratali Perity with Ratali	2.84 3.00 21256 586 0.71 -0.23 0.05 0.00 21256 586 33 0.10 3333333
PR-6-01-2100 PR-6-03-2100	PR-6 - Installation Couldty % Installation Troubles reported within 30 Days % Installation Troubles reported within 30 Days - FOK/TOK/CPE	Parity with Retail None Analysis Only	2.89 2.06 175957 8403 0.18 4.57 1.57 8803 4.57
PR-8-01-2100 PR-8-02-2100	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Disps Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00 0.00 193353 4180 0 0 0.00 193353 4180 0 0
	PR-1 - Average Interval Offered		
PR-1-01-2110 PR-1-03-2110	Average Interval Officed - Total No Dispetch Average Interval Officed - Dispetch (1-5 Lines)	Penty with Relail Penty with Retail	0.56 1.33 12214 806 0.98 0.03 -22.82 2.18 3.07 2226 182 1.56 0.12 -7.40
PR-1-01-2120 PR-1-03-2120	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispetch Average Interval Offered Dispetch (1-5 Lines)	Parky with Retail Parky with Retail	0.31 0.98 136415 1085 1.04 0.03 -21.14 2.59 3.14 7583 132 1.58 0.14 -3.97
PR-1-12-2103	PR-1 - Average Intervel Offered Average Interval Offered	Parity with Rotal	3.69 3.03 50217 1961 8.17 0.19 3.51
PR-1-12-2103		галу мян чачан	3.09 3.03 30217 1900 8.17 0.19 3.51
PR-1-01-2341 PR-1-02-2341	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispelich Average Interval Offered - Total Dispelich:	Parity with Retail Parity with Retail	1.40 1.97 343 45 1.67 0.26 -1.93 2.97 8.50 219 32 2.02 0.36 -14.47
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	PR-4 - Missed Appointments Average Delay Egypt - Total Missed Appointment - Customer Missed Appointment - Verson - Dispetch Missed Appointment - Verson - No Dispetch Missed Applintment - Verson - No Dispetch Missed Appl Customer - Late Order Conf.	Parity with Rotal No Standard Parity with Retail Parity with Retail No Standard	345 1.00 38 2 3.08 2.22 1.10 9.04 3.64 332 55 4.17 (9.00 0.00 2.26 3.8 0 0 0 0 0.00 1.08 94
PR-5-01-2341 PR-5-02-2341	PR-5 - Facility Missed Orders W. Missed Appointment - Vertron - Facilities % Orders Held for Facilities > 15 Days	Perky with Retail Perky with Relail	2.33 0.00 344 58 2.17 2 0.29 0.00 344 58 0 0.77 2
PR-6-01-2341 PR-6-03-2341	PR. 4 - Inspallation Quality % Install. Troubles Reported within 30 Days % Install. Troubles Reported with 30 Days - FOK/TOK/CPE	Parity with Retail None: Analysis Only	1.11 1.21 1616 248 0.72 1.21 248 248 1.21 248 1.
PR-8-01-2341 PR-8-02-2341	PR-4 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00 0.00 550 94 0 0.00 0.00 580 94 0
	PR-1 - Average Interest Offered		
PR-1-08-2200 PR-1-07-2200 PR-1-08-2200 PR-1-12-2200	Average Stancel Offered & DSO Averag	Parity with Retail Parity with Retail Parity with Retail Parity with Retail	9.95 8.76 172 29 4.61 0.93 1.29 16,30 19.36 170 8 11.42 4.13 -0.75 35,14 NA 7 32,74
PR-4-01-2210 PR-4-01-2211 PR-4-01-2213 PR-4-01-2214 PR-4-02-2200 PR-4-03-2200 PR-4-08-2200	PR-4 - Missed Appendiments 15 Missed Appendiment - Version - D60 16 Missed Appendiment - Version - D61 16 Missed Appendiment - Version - D61 16 Missed Appendiment - Version - D63 16 Missed Appendiment - Version - D63 17 Missed Appendiment - Version - Special Other Average Distay Dept - Total 16 Missed Appl - Customer - Dist to Late Order Conf.	Parity with Retail Parity with Retail Parity with Retail Parity with Retail No Stendard No Stendard No Stendard	3.89 0.00 180 33 2 3.66 7.19 0.00 155 7 9.96 9.96 9.96 9.96 9.96 9.96 9.96 9.
PR-5-01-2200 PR-5-02-2200	PR-5- Facility Missed Orders % Missed Appointment — Vertron — Facilities % Orders Visid for Pacilities > 15 Days	Parity with Retail Parity with Retail	0.00 0.00 321 30 0 0.00 0.00 321 30 0
PR-6-01-2200 PR-6-03-2200	PR-4- Installation Quality % installation Troubles reported within 30 Days % inst. Troubles reported e/ in 30 Days FORTORICPE	Parity with Retail None: Analysis Only	2.76 1.99 1523 302 1.03 0.75 1.86 302
PR-8-02-2200	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days Legend Notations defined on Legend Sheet - last page	Parity with Retail Parity with Retail	0.26 0.00 379 48 6.57 0.80 0.00 0.00 379 45 0

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	Letter to the section of the section	_	Asturi B	eriormance	Number of Ci	heemetin			
Metric #			Vz	CLEC Aggregate	Vz	AP CLEC:	Standard	Sampling Error	Z-Score
Mad IC #	MR-2 - Trouble Report Rate	Standard	₹2	otto Miliadare	*2	ALC CLECT	Deviation	Saudand CLD	2-800/6
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	0.76	0.32	3751654	248153	Carrier Salar	0.02	24.62
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.06	0.05	3751654	248153		0.01	4.40
MR-2-04-2100 MR-2-05-2100	% Subsequent Reports % CPE/FOKFOK Trouble Report Rate	Assessed VC/W MRAs None: Analysis Only		7.94 0.27		295 248153			
1084-2-05-2100	THE CHEST OF CIT HOUSE REPORT RAISE	(vone: Ariarysis Oray	and which your plants	0,21	Sales in Australia antidoretti	490133	gates again a comment (100000000000000000000000000000000000000	
	MR-J - Missed Repair Appointments								
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail	12.78	10.18	4814	570		1.48	1.76
MR-3-01-2120 MR-3-02-2110	% Missed Repair Appointment - Loop Res. % Missed Repair Appointment - Central Office Bus.	Parity with Retail Parity with Retail	8.51 12.28	6.14	23524 847	213 114		1.92 3.27	1.99 1.88
MR-3-02-2170	% Missed Repeir Appointment - Central Office Res.	Parity with Retail	6.79	5.26	2120	19		5.80	50321:-1 1 copyrg
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard		5.30	8900 C 1000W	679		72 2 3 2	
	MR-4 - Trouble Duration Intervals			_					
MR-4-01-2100	Mean Time To Repeir - Total	Parity with Retail	18.04	11,32	31422	916	19.26	0.65	10.41
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	Parity with Retail	12.05	10.41	4814	570	19.04	0.84	1.95
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	20.36	17.07	23524	213	19.29	1.33	2.48
MR-4-03-2110 MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Bus. Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail Parity with Retail	9.61	5.99 6.04	2120	<u>114</u> 19	13.71	1.36 3.16	1.48
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	77.03	90.61	31422	916	70 100	1.41	9.63
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	77.20	62.13	23841	734		1.57	9.59
MR-4-07-2100	% Out of Service > 12 Hours	Perity with Retail	57.20	36.65	23841	734		1.85	11.08
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	11.53	6.10 16.75	4303 19429	525 209		1.48 3.02	3.66 2.83
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	25.32	16.75	18428	209	180038 Print 10 1000 Print	3.02	2.63
	MR-5 - Repeat Trouble Reports			10.76	84480	646	1 (may 12) 12: 12: 12: 12: 12: 12: 12: 12: 12: 12:		1.65
MR-5-01-2100	% Repain Reports within 30 Deys	Parity with Retail	18.64	16.48	31422	916		T.31	1.03
MR-2-02-2341	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with Retail	0.20	0.09	61443	2596	1800 - 3832 T	0.09	-5.55
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.12	0,15	61443	2596		0.07	#30 C C C
MR-2-04-2341	% Subsequent Reports	Assessed I/C/W MRAs	Sec. 108 (5)	15.38		26	A. Toron	22 3	
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	Make A	2.47	100	2596	A. 6.118.12		2.00
	MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Meses Repel Appointment Loop	Parity with Retail	33.61	44.44	122	18		11.93	
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail No Standard	32.80	0.00 28.13	76	64		24.10	
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standaru	-	26.13	Marie Constitution and Bridge		- Application to an an animal and an animal and an animal and an animal animal and animal ani	200 Mar VIII do esta Marie III III III	Marie S. Charles of Street, 18
	MR-4 - Trouble Duration Intervals	D 5 M D-1-3		30.64	400	22	44.55	9.28	0.29
MR-4-01-2341 MR-4-02-2341	Mean Time To Repair — Total Trouble Mean Time To Repair — Loop Trouble Hean Time To Repair — Central Office Trouble % Cleanyd (ail troubles) within 24 Hours	Parity with Retail Parity with Retail	28.23 30.55	25.54 28.51	198	18	42.51	10.73	0.19
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	24.50 65.66	12.18 68.18	78 198	4	39.24	20.13 10.67	0.61
MR-4-04-2341	% Cleaned (all troubles) within 24 Hours	Parity with Retail		68.18	198	22		10.67	
MR-4-07-2341 MR-4-08-2341	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with Retail Parity with Retail	45.12 28.05	66.67 50.00	82			21.05 19.00	
MK-4-00-25-1		PHINY WALL PLOTON	10.00	V-1,44	.72		wegatgates a standing over a second		
MR-5-01-2341	MR-5 - Repeat Trouble Reports Screen Repear Reports Warm 30 Days	Parity with Retail	16.16	13,64	198	22	ORANG TELEFORMACI	8.27	
		. ming remi / 50444							
	The second secon								
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.21	0.12	454859	38979		6.02	3.71
MR-2-05-2200	% CRE/TOK/POK Trouble Report Rate	None: Analysis Only		0.24		38979	200 (000)		
	MR-4 - Trouble Duration Intervals								
MR-4-01-2216	Mean Time To Repair - Total - Non OSO & OSO	Parity with Retail	6.42	8.53	722	38	7.64	1.27	·1.66
MR-4-01-2217	Moon Time To Repair - Total - DS1 & DS3 % Cleaned (all troubles) within 24 Hours - Non DS0 & DS0	Parity with Retail	6.38	7.38 89.47	219 722	38	5.98	2.15	-0.46
MR-4-04-2216 MR-4-04-2217	% Cleaned (all troubles) within 24 Hours - Non DS0 & DS0 % Cleaned (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail Parity with Retail	97.23 97.26	100.00	219	8		5.88	orosani. cili
MR-4-04-2217	% Out of Service > 4 Hours - Non D80 & DS0	Parity with Retail	53.65	75.76	699	33		8.88	-2.49
MR-4-08-2217	% Out of Service > 4 Hours - DS1 & DS3	Parity with Retail	59.53	66.67	215	6		20.32	
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	Parity with Retail	2.86	12.12	699	33			3 5. 17.45.
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	Parity with Retail	2.79	0.00	215	8	STATE OF STREET	6.82	
	MR-5 - Repeat Trouble Reports								
MR-5-01-2200	% Repetit Reports within 30 Days	Parity with Retail	17.98	17.39	941	46		5.80	0.10
	Legend Notations defined on Legend sheet - last page								

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

Metric #	· · · · · · · · · · · · · · · · · · ·	Standard	CLEC Aggregate	GLEC Aggre gate
PO-3-02-3000 PO-3-04-3000	PO-3 - Contact Center Availability % Answeried within 30 Seconds - Ordering* % Answeried within 30 Seconds - Repair*	80% within 30 Seconds 80% within 30 Seconds	91.26 92.98	24801 91716
OR-8-01-3000	OR-6 - Acknowledgement Timeliness 3. Acknowledgements on Time	95% within 2 Hours	100.00	26426
OR-9-01-3000	OR-9 - Order Acknowledgement Completeness % Acknowledgement Completeness	99%	106.00	26428
OR-10-01-3000 OR-10-02-3000		95% within 3 Business Days 99% within 10 Business Days	UD ÜD	
OR-1-02-3143 OR-1-04-3143 OR-1-06-3143	OR-1 - Order Confirmation Timeliness % On Time LSRC - Plow Through % On Time LSRC No Facility Check % On Time LSRC No Facility Check	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	99.92 98.49 100.00	2377 454 109
OR-2-02-3143 OR-2-04-3143 OR-2-06-3143	OR 2 - Reject Timeliness % On Time LSR Reject - Flow Through % On Time LSR Reject to Facility Check % On Time LSR/ASR Reject Facility Check	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	99.89 99.16 100.00	935 357 97
OR-6-01-3143 OR-6-03-3143	OR-6 - Order Accuracy % Accuracy - Orders* % Accuracy - LSRC	95% orders without errors not more than 5%	UR 0.00	659
OR-7-01-3143	OR-7 - Order Completeness K Order Communication Rejects sent within 5 Business Days	95%	99.86	4146
OR-1-02-3331 OR-1-04-3331 OR-1-06-3331	OR-1 - Order Confirmation Timeliness % On Time LSRC - Flow Through % On Time LSRC No Facility Check % On Time LSRC No Facility Check	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	99.91 99.13 98.83	12284 3450 858
OR-2-02-3331 OR-2-04-3331 OR-2-06-3331	OR-2 - Reject Timeliness % On Tene LSR Reject - Flow Through % On Tene LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	100.00 99.88 100.00	1950 606 305
OR-6-01-3331 OR-6-03-3331	OR-6 - Order Accuracy % Accuracy - Orders* % Accuracy - LSRC	95% orders without errors not more than 5%	98.21 0.36	335 6180
OR-7-01-3331	OR-7 - Order Completeness % Order Commission/Selects sent within 3 Business Days	95%	99.8C	19114
OR-1-04-3341 OR-1-06-3341	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification % On Time LSRC No Reality Check % On Time LSRC/ABRC Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	207
OR-2-04-3341 OR-2-06-3341	OR-2 - Reject Timeliness - Requiring Loop Qualification % On Time LSR Reject No Facility Check % On Time LSR/ASIR Reject Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	65
OR-1-04-3342 OR-1-08-3342	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification % On Time LSRC No Facility Check % On Time LSRC/ASRC - Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	139
OR-2-04-3342 OR-2-06-3342	OR-2 - Reject Timeliness - Requiring Loop Qualification % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	54
	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification % On Time LSRC No Facility Check % On Time LSRC/ASRC - Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	32
OR-2-04-3340 OR-2-06-3340	OR-2 - Reject Timeliness - Requiring Loop Qualification \$ On Time LSR Reject No Facility Check \$ On Time LSR/ASR Reject Facility Check continued	95% within 72 Hours 95% within 72 Hours	100.00 NA	4

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

			CLEC	CLEC
		Standard	Aggregate	Aggregate
Metric #	OR-3 - Percent Rejects			
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard	19.11	25009
OR-3-02-3000	% Resubmission Not Rejected	95%	NA.	
	OR-4 - Timeliness of Completion Notification			
OR-4-11-3000 OR-4-16-3000	% Completed orders with neither a PCN nor BCN sent % Provisioning Completion Notifiers sent within one (1) Business Day	0 25% 95%	UD UD	
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	95%	1 UD	-
	00 5 B			
OR-5-01-3000	OR-5 - Percent Flow-Through % Flow Through - Total	No Standerd Developed	74.25	20554
OR-5-03-3000	% Flow Through Achieved	95%	96.01	15896
00 4 64 1040	OR-1 - Order Confirmation Timeliness (ASRs + (SRs) % On Time LSRC No Facility Check: DS0	95% within 48 Hours	NA	
OR-1-04-3210 OR-1-08-3210	% On Time LSRC/ABRC Facility Check: DB0	95% within 72 Hours	- NÃ	
OR-1-06-3211	% On Time LSRC/ABRC Facility Check DS1	95% within 72 Hours	88.42	259
OR-1-06-3213 OR-1-06-3214	% On Time LSRC/ABRC Facility Check DS3 % On Time LSRC/ABRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 72 Hours 95% within 72 Hours	93.75 100.00	15
311 1 33 32 1				<u></u>
OR-2-04-3200	OR-2 - Reject Timeliness (ASRs + LSRs) % On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	
OR-2-06-3200	% On Time LSR/ABR Reject Facility Check	85% within 72 Hours	92.77	83
	The second secon			
	Columbia (Color) (Colo			
	OR-1 - Order Confirmation Timeliness			
OR-1-08-3210 OR-1-10-3211	% On Time ASRC No Facility Check DS0 % On Time ASRC Facility Check DS1	95% within 72 Hours 95% within 96 Hours	100.00	
OR-1-10-3213	% On Time ASRC Facility Check D63	95% within 96 Hours	100.00	1
OR-1-10-3214	% On Time ASRC Feditiv Check (Non DS0, Non DS1, & Non DS3)	95% within 96 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-08-3200 OR-2-10-3200	% On Time ASR Reject No Facility Check % On Time ASR Reject Facility Check	95% within 72 Hours 95% within 95 Hours	NA NA	
OM-2-10-3200		av a mile av flouis		<u></u>
	Legend Notations defined on Legend sheet - last page			

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	PROVISIONING - UNE POTS / SPECIAL SERVICES		
	ALLE THE STATE OF	1	Actual Performance Number of Observations
Metric #	APPENDENT A CONTRACTOR OF THE STATE OF THE S	Standard	Us Check Agents Us AND Co. Standard
	PR-1 - Average Interval Offered		Devlation Sampling Error 2-acore
PR-1-03-311 PR-1-03-314		Parity with Retail Parity with Relail	2.50 4.83 9809 35 1.58 0.27 8.71
PR-1-04-311	2 Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Relai	2.50 3.02 9809 61 1.58 0.18 -2.95 2.54 6.13 48 8 1.61 0.81 -5.84 2.54 5.33 48 3 1.61 0.96 -2.21
PR-1-04-314 PR-1-05-311		Parity with Retail Parity with Relail	2.54 5.33 48 3 1.61 0.96 -2.91
PR-1-05-314	Av. Intervet Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	3.90 4.33 20 3 6.66 4.12 -0.10 3.90 12.50 20 2 6.66 4.94 -1.74
	PR-3 - Completed within X Days		
PR-3-01-314	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	Partly with Retail	89.84 82.03 101451 395 1.54 -4.95
PR-3-06-311 PR-3-06-314		Parity with Relait Parity with Relait	80.87 33.33 8579 24 8.07 -5.86 80.87 68.25 8579 63 4.99 -2.49
PR-3-08-311	% Completed in 5 Days (1-5 Lines - No Dispetch) - Hot Cut Loop	95%	80.67 68.25 8579 63 4.99 -2.49 99.55 223
PR-3-09-311 PR-3-09-314		Penty with Retail Penty with Retail	97.69 83.33 8579 24 3.07 97.69 96.63 8579 63 1.90
111-0-02-274		, and man charge	07.50 } 00.55 0770 05 05.00
PR-4-02-310		Parity with Retail	2.85 1,70 1082 10 3.61 1,15 0.83
PR-4-03-310 PR-4-04-311		No Standard Parity with Retail	4.93 0.40 21256 253 1.37 3.37 3.38 3.38 3.38 3.38 3.38 3.38 3
PR-4-04-314	% Misses Appt Vertgon - Dispetch - Platform	Parity with Retail	4.93 4.27 21256 211 1.50 0.44
PR-4-05-314	% Missed Appt Vertxon No Dispetch - Platform	Parity with Relail	0.01 0.00 172097 1580 0.03
	PR-5 - Facility Missed Orders		
PR-5-01-3113 PR-5-01-3144		Parity with Retail Parity with Retail	2.84 0.40 21256 253 1.05 2.84 3.79 21256 211 1.15 -0.83
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parky with Retail	0.05 0.00 21256 253 0.14
PR-5-02-3144 PR-5-04-3112		Parity with Rates No Standard	0.05 0.00 21256 211 0.15 0.15 0.00 291
PR-6-01-3112		Panty with Retail for Found Troubles	2.89 1.84 175957 4304 0.26 4.08
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Parity with Relat for Found Troubles	2,89 1.35 175957 4285 0.26 5.94
PR-6-02-3520 PR-6-03-3112		< = 2% None: Analysis Only	0.40 3035 2.09 4304
PR-6-03-3121	% Installation Troubles reported within 30 Days - PONTOK/CPE - Platform	None: Analysis Only	4285
	PR-8 - Open Orders in a Hold Status		
PR-8-01-3100 PR-8-02-3100		Parity with Retail Parity with Retail	0.00 0.00 193353 2112 0 0.00 0.00 193353 2112 0
FR-0-02-3100	Court Court at E 1998 Character and praye	Filip and Mana	0.00 0.00 100003 2112 2000000000000000000000000
PR-9-01-3520	PR-9 - Hot Cuts Loops % On Tiese Performance - Hot Cut	95% Completed Within Window	99.67
PR-9-08-3520		No Standard	15.90
	Later to the second of the sec		
PR-1-12-3133	PR-1 - Average Interval Offered Av. Interval Offered - Disconnects	Perity with Relay	3.69 4.29 50217 2166 8.17 0.18 -3.35
1-12-0100			
	PR-1 - Average interval Offered		
PR-1-01-3341 PR-1-02-3341	Av. Interval Offered - Total No Dispetch Av. Interval Offered - Total Dispetch	Parity with Retail Parity with Retail	1.40 5.50 343 2 1.67 1.18 -3.46 2.97 5.90 219 48 2.02 0.32 -9.10
		·	
PR-4-02-3341	PR-4 - Missed Appointments Average Delay Days - Total	Parity with Rately	3.45 2.00 38 1 3.06 3.10 0.47
PR-4-03-3341 PR-4-04-3341	% Missed Appointment - Customer % Missed Appointment - Vertzon - Dispatch	No Standard Parky with Retail	9.04 0.00 332 84 3.50
PR-4-05-3341	% Missed Appointment - Vertzon - No Dispetch	Parity with Retail	0.00 0.00 236 2
PR-4-08-3341	% Missed Appt Costomer - Late Order Conf.	No Standard	0.00
	PR-5 - Facility Missed Orders		
PR-5-01-3341 PR-5-02-3341	% Missed Appointment - Vertzon Facilities % Onters Held for Facilities > 15 Days	Parity with Retail Parity with Retail	2.33 1.16 344 86 1.82 0.29 0.00 344 86 0.85
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard	111
	PR-6 - Installation Quality		
PR-6-01-3341	% install. Troubles Reported within 30 Days	Parky with Relail Pola Diap	5.43 7.87 26837 89 2.41 -1.01
PR-6-03-3341	% install, Troubles Reported within 30 Days - FOR/TOK/CPE	None Analysis Only	15.73
	PR-8 - Open Orders in a Hold Status	Parity with Retail	0.00 0.00 580 88
PR-8-01-3341 PR-8-02-3341	Open Orders in a Hold Status > 30 Days Open Orders in a Held Status > 90 Days	Parity with Retail Parity with Retail	0.00 0.00 580 88 0 0.00 0.00 580 88 0
	PR-1 - Average interval Offered Av. Interval Offered - Total No Dispatch Av. Interval Offered - (Total Dispatch	(No Standard	CAS CHARLES TO SECURE OF THE S
PR-1-01-3342 PR-1-02-3342	Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	(No Standard See Published Interval)	5.33 3 3 242
	PR-3 - Completed within X Days		
PR-3-10-3342	** Completed in 6 Days (1-5 Linus - Total)	¥5%	100.00 182
	PR-4 - Missed Appointments		
PR-4-02-3342	PR-4 - Missed Appointments Average Delay Days - Total	Parity with Retail Species (DS0)	4.57 2.50 7 6 2.84 1.47 1.41
PR-4-03-3342 PR-4-04-3342	% Missed Appointment - Customer % Missed Appointment - Vertron - Dispetch	No Standard <=5%	829 0.25 401
PR-4-08-3342	% Missed Appt Caletomer - Late Order Conf. % Completion On Time (will Seriel Number)	No Standard	0.00 410 97.15 3.06
PR-4-14-3342		3/07s	THE RESIDENCE TO SECURITY OF THE PROPERTY OF T
PR-5-01-3342	PR-5 - Feelity Missed Orders % Missed Appointment - Verison Facilities	Parity with VADI	0.40 1.23 744 407 0.39
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI Parity with VADI	0.40 1.23 744 407 0.39 0.39 0.00 744 407 0
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard	0.24 414
DD 6 04 5040	PR-4 - Installation Quality % Install Troubles Reported within 30 Days % Install Troubles Reported within 30 Days Prof. P		
PR-6-01-3342 PR-6-03-3342	% Install: Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Relail Pole Disp None: Analysis Only	5.43 6.00 26837 417 1.12 -0.51 7.67 417
		contractor states and states	7.07 - 417 -
PR-8-01-3342	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00 0.00 180 410
PR-8-02-3342	Open Orders in a Hold Status > DO Days	Parity with Retail	0.00 0.00 180 410 0
	continued		

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

		•	Actual Performance	Number of Observations	
Metric # PR-1-01-3343	PR-1 - Average Interval Offered	Standard	Vz CLEC Apgregate	Vz Ali CLECs	Standard Sampling Error Z-Score Deviation
PR-1-02-3343	Av Interval Offered - Total Dispatch	Parity with VADI Parity with VADI	2.93 2.90 3.00 3.00	6389 135 503 13	0.43 0.04 0.80 0.09 0.03 0
PR-3-03-3343 PR-3-03-3343	% Completed in 3 Davis (1-5 Lines - No Dispatch)	Parity with VAD: 95% within 3 Business Days	99.91 100.00	8037 117	9.28
PR-4-02-3343 PR-4-03-3343 PR-4-04-3343 PR-4-05-3343	% Missed Appointment - Customer % Missed Appointment - Vertzon - Dispatch	Parity with VADI No Standard Parity with VADI Parity with VADI	2.20 3.00 2.06 1.49 4.75 0.10 0.00	740 21 11317 153	0.26
PR-5-01-3343 PR-5-02-3343		Parity with VADI Perity with VADI	0.40 0.00 0.00 0.00	744 <u>22</u> 744 <u>22</u>	137
PR-6-01-3343 PR-6-03-3343		Parky with VADI None: Analysis Only	0.51 0.57 6.29	12089 175 175	9. 0.54 Here serve
PR-8-01-3343 PR-6-02-3343		Parity with VAD: Parity with VAD:	0.00 0.00	12061 175 12061 175	0 0
PR-1-01-3345 PR-1-02-3345		Parity with VADI Parity with VADI	2.93 NA 3.00 NA	6389 503	0.43
PR-3-03-3345 PR-3-03-3345	PR-3 - Completed within X Days: (1-5 Lines - No Dispatch) % Completed in 3 Days: (1-5 Lines - No Dispatch) % Completed in 3 Days: (1-5 Lines - No Dispatch)	Parity with VADI 95% within 3 Business Days	99.91 NA NA	8037	A CONTRACTOR OF THE STATE OF TH
PR-4-02-3345 PR-4-03-3345 PR-4-04-3345 PR-4-05-3345	PR-4 - Missed Appointments Average Delay Days - Total Netrage Delay Days - Total Netrage Appointment - Customer Nissed Appointment - Vertzon - Dispatch Sissed Appointment - Vertzon - Mo Dispatch	Parity with VADI NO Standard Parity with VADI Parity with VADI	2.20 NA NA 1.49 NA 0.10 NA	740 11317	180
PR-5-01-3345 PR-5-02-3345	PR-5 - Facility Missed Orders 14 Missed Appointment - Verbon Facilities 14 Ontere Head for Facilities > 15 Days	Parity with VADI Parity with VADI	0.40 NA 0.00 NA	744 744	The state of the s
PR-6-01-3345 PR-6-03-3345	PR-8 - Installation Quality % Install Troubles Reported within 30 Days % Install Troubles Reported within 30 Days - POK/TOK/CPE	Parity with VAD! None: Analysis Only	0.51 NA	12069	to the second to the second
PR-8-01-3345 PR-8-02-3345	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with VADI Parity with VADI	0.00 NA 0.00 NA	12061 12061	
	graphic or financia mana and a ma a mana and a mana an				
PR-1-06-3200 PR-1-07-3200 PR-1-08-3200 PR-1-09-3511 PR-1-09-3512 PR-1-09-3530 PR-1-12-3200	PR-1 - Average historyal Offered Av. Interval Offered - D80 Av. Interval Offered - D81 Av. Interval Offered - D81 Av. Interval Offered - D83 Av. Interval Offered - D83 Av. Interval Offered - Total - EEL - Backbone Av. Inserval Offered - Total - EEL - Loop Av. Interval Offered - Total - IOF Av. Interval Offered - D82 - IOF	Parity with Retail Parity with Retail Parity with Retail Parity with Retail EEL Legend EEL Legend (OF Legend Parity with Retail	9.95 NA 19.30 14.65 35.14 NA 20.50 21.347 11.59 5.73	172 170 81 7 52 15 2539 83	4.61 11.42 1.48 0.98 32.74 20.08 2.56 2.28
PR-4-01-3510 PR-4-01-3530 PR-4-01-3211 PR-4-01-3211 PR-4-01-3214 PR-4-02-3510 PR-4-02-3510 PR-4-02-3510 PR-4-03-3200 PR-4-03-3200	PR-6 - Missed Appointments 15 Missed Appointment - Verizon - Total - EEL 15 Missed Appointment - Verizon - Total - OF 16 Missed Appointment - Verizon - D81 16 Missed Appointment - Verizon - D81 16 Missed Appointment - Verizon - D81 17 Missed Appointment - Verizon - D83 17 Missed Appointment - Verizon - D83 18 Missed Appointment - Verizon - Special Other Average Belay Disps - Total - EEL Average Belay Desy - Total - DF 18 Missed Appointment - Customer 19 Missed Appl Customer	Parity with Retail Parity with Retail No Standard No Standard No Standard	7.19 0.00 60.00 0.00 3.69 NA 7.19 6.73 60.00 NA 0.00 0.00 7.71 27.71 5.55 NA 41.16 51.72 0.00	153 29 5 13 180 153 104 5 21 21 7 11 3	5 23 25.78 3.28 0.14 0 3.50 3.62 .5.52 5.41 7.21
PR-5-01-3200 PR-5-02-3200 PR-5-04-3200	PR-5 - Fecility Missad Orders % Missed Appointment - Vertzon - Facilities % Croises Hold for Facilities > 1.5 Days % Orders Hold for Facilities > 1.5 Days % Orders Cancelled (→ 5 days) after Due Date - Que to Facilities	Parity with Retail Parity with Retail No Standard	0.00 0.72 0.00 0.72 0.00 0.72	321 138 321 138 321 147	
PR-6-01-3200 PR-6-03-3200	% inst. Troubles reperted we in 30 Days - FOK/TOK/CPE	Parity with Retail for Found Troubles None: Analysis Only		1523 148 148	1.41 -4.27
PR-8-01-3510 PR-8-01-3530 PR-8-02-3200 PR-8-02-3510 PR-8-02-3530	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Blatus > 30 Days Open Orders in a Hold Blatus > 30 Days Open Orders in a Hold Blatus > 30 Days - EEL Open Orders in a Hold Status > 30 Days - IOF Open Orders in a Hold Status > 30 Days - IOF Open Orders in a Hold Status > 90 Days - EEL Open Orders in a Hold Status > 90 Days - EEL Open Orders in a Hold Status > 90 Days - IOF Legend Notations defined on Legend Sheet - Iast page	Parity with Retail Parity with Retail Specials (DS1) Parity with Retail Specials (DS3) Parity with Retail Specials (DS1) Parity with Retail Specials (DS1) Parity with Retail Specials (DS3)	0,28 0,00 0,00 0,00 20,00 0,00 0,00 0,00 0,00 0,00 0,00 0,00 0,00 0,00	379 106 153 29 5 13 379 106 153 29 5 13	0.58 0 21.05 0 0

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

			Actual Peri	ormance	Number of C	bservations			
Metric #		Standard	Vz C	CLEC Aggregate	٧z	All CLECs	Standard Deviation	Sampling Error	Z-Bcore
MR-2-02-3550	ARR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office	Parity with Retail	0.76	0.42	3751654	106963	EX CONTROL OF THE	0,03	12.41
MR-2-03-3550 MR-2-04-3550	Network Trouble Report Rate - Central Office % Subsequent Reports	Parity with Retail Assessed UCAV MRAS	0.08	0.04	3751854	106963		0.01	4.80
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		46,71 0.39		927 108963			
	MR-3 - Missed Repair Appointments								
MR-3-01-3550 MR-3-02-3550	% Missed Repair Appointment - Loop	Parity with Refail	9.22	2.42	28447	454		1.37	4.97
MR-3-02-3550 MR-3-03-3550	% Missed Repair Appointment - Central Office % CPE/TOK/FOK - Missed Appointment	Parity with Retail No Standard	8.34	12.50 4.83	2975	40 414	-12	4.40	
	MR-4 - Trouble Dyration Intervals							7 American / American	*******
MR-4-01-3550	Mean Tinse To Receir - Total	Parky with Retail	18.04	13.48	31422	494	19.26	0.87	5.22
MR-4-02-3550 MR-4-03-3550	Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with Relat Parity with Relat	18.97 9.17	9.39	28447 2975	454 40	19.52	0.92 2.19	5.55 -0.10
MR-4-04-3550	% Cleared (ell troubles) within 24 Hours	Panty with Retail	77.03	87.85	31422	494		1.01	5.67
MR-4-07-3550 MR-4-08-3550	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with Retail Parity with Retail	57.20 22.85	48.08 12.09	23841 23841	339 339		2.71	3.37 4.69
	MR-5 - Repeat Trouble Reports		•						
MR-5-01-3550	% Repeal Reports within SC Days	Parity with Retail	18.64	15.38	31422	494		1.77	1.85
	The state of the s								
MR-2-02-3140	ASR-2 - Trouble Report Rate Network Trouble Report Rate - Platform	Parity with Retail	0.76	0.73	3751654	32590	##OWNOTORS	0.05	0.58
MR-2-03-3140	Network Trouble Report Rate - Central Office	Purity with Retail	0.08	0.73 0.13	3751654	32590		0.02	3.17
MR-2-04-3140 MR-2-05-3140	% Subsequent Reports % CPE/FCK/FCK Trouble Report Rate	Assessed I/C/W MRAs None: Analysis Only		6,98 0.61		301 32590			
	MR-J - Missed Regair Appointments			-					
MR-3-01-3144	% Massed Receit Accelerated - Platform Bus.	Parity with Retail	12.78	12.21	4814	172		2.59	0.22
MR-3-01-3145 MR-3-02-3144	% Missed Repair Appointment – Platform Res. % Missed Repair Appointment – Central Office Bus.	Parity with Retail Parity with Retail	8,51 12,28	7.56 2.63	23524 847	- 66 38		3,44 Si 5,44 Si	
MR-3-02-3145	% Missed Reper Appointment - Central Office Res.	Parity with Retail	6.79	0.00	2120	4	Booking a co	12.59	
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard	Mark Color	6.50		200	the west wife	The same of	L. do xi
MR-4-01-3140	MR-4 - Trouble Durgiton Intervals Mean Time To Repair - Total	Parity with Retail	18.04	(2.00	31422	290	10.50	1,16	£ 1£
MR-4-02-3144	Mean Time To Regair - Loop Trouble - Platform - Bus.	Parity with Retail	12.05	12.09 11.20	4814	280 172	19.26	1.48	5.15 0.58
MR-4-02-3145 MR-4-03-3144	Lines Yime To Bassic - Loss Tourists - Blattern - Dec	Parity with Retail Parity with Retail	20.38 8.00	18,05 6,05	23524 847	5 6	19.29	2.38 2.26	0.97
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Bus. Mean Time To Repair - Central Office Trouble - Res. % Cleaned (all troubles) within 24 Hours	Parity with Retail	9.61 77.03	9.48	2120	4	13.71	6.86	0.02
MR-4-04-3140 MR-4-08-3140	% Cleared (all troubles) within 24 Hours % Out of Bervice > 4 Hours	Parity with Retail Parity with Retail	77.03	90.36 64.65	31422 23841	280 198		2.52 2.99	5.28
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retail	57.20	41.92	23841	198		3.53	4.33
MR-4-08-3144 MR-4-08-3145	% Out of Bervice > 24 Hours - Bus. % Out of Bervice > 24 Hours - Res.	Parity with Retail Parity with Retail	11.53 25.32	6.90 16.98	19429	145 53		2.70 5.98	1.72
111(4-00-0)45		and attity trains					100 day at 1 400	<u> </u>	,,,,,,
MR-5-01-3140	MR-5 - Repeat Trouble Reports % Repeat Reports were: 30 Days:	Parity with Retail	18.84	18.57	31422	280	BATTE OF	2.34	0.03
	enter again a company and a second and a second again and a second and a second against a s								
	Escale 200 March								
MR-2-02-3341	MR-2 - Trouble Report Rate	Parity with Retail	0.75	0.85	3813097	3874	Spire 1 5000 1 201	0.14	-0.74
MR-2-03-3341	Network Trouble Report Plate - Loop Network Trouble Report Plate - Central Office	Parity with Retail	0.06	0.13	3813097	3674		0.05	
MR-2-04-3341 MR-2-05-3341	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Assessed I/C/W MRAs None: Analysis Only		11.63		43 3874	6		
WK-2-00-0041		· · · · · · · · · · · · · · · · · · ·	60.Ata3.Adougosta.aaa			<u> </u>	Subs see a very represent a page 10,7	// / / / / / / / / / / / / / / / / / /	(447
MR-3-01-3341	MR-3 - Missed Repeir Appointments ** Missed Repeir Appointment Loop	Parity with Retail	9.32	12.12	28569	33		5.06	EVIAL VOS
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retail No Standard	8.95	0.00	3051	5 47		12.78	
MR-3-03-3341	% CPE/TOK/FOK - Massed Appointment	но эциана	Market Services	<u>0.00</u> g			and the second second		The state of the s
MR-4-01-3341	MR-4 - Trouble Duration Intervels Mean Time To Repair - Total	Parky with Retail	18,11	15.54	31520	38	19.50	3.16	0.81
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Pertly with Retail	19.02	1 5.54 17.30	28569 3051	33	19.69	3.43	0.50
MR-4-03-3341 MR-4-04-3341	Mean Time To Repair - Cestral Office Trouble % Cleaned (all troubles) within 24 Hours	Parity with Retail Parity with Retail	9.55 76.96	3.99 78.95	3051 31620	5 38	15.09	6.75 6.84	0.82
MR-4-07-3341	% Out of Service > 12 Hours	Panty with Retail	57,16	54.84	23923	31		8.89	0.26
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retail	22.87	25.81	23923	31	alleria de la companya della companya della companya de la companya de la companya della company	7.55	-0.39
MD 6 6 - 6644	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	O	18.62	21.05	31620	38		6.32 i	-0.38
MR-5-01-3341	Continued	Party with Retail	10.02	41.00	31940	- Ju	Section 100	0.04	-0.50

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	MAINTENANCE - UNE FOTS / SPECIAL SERVICES					
		!	Actual Performance	Number of Observations		
Metric #					Standurd	
Metric B	MD.2 - Tenubia Demost Date	Standard	Vz CLEC Aggregate	Vz AR CLECS	Daviation Sampling Error Z-Score	
MR-2-02-3342	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with Retail	0.75 0.54	2040004		_
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parky with Relat	0.75 0.54 0.08 0.04	3813097 14142 3813097 14142	0.07 2.92	
MR-2-04-3342	% Subsequent Reports	Assensed I/C/W MRAs	# 13.42		0.02	
MR-2-05-3342	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	13.62 0.65	123 14142		Ø.
					a continue a continue a continue a continue de la c	e.
	MR-3 - Missed Repeir Appointments					
MR-3-01-3342		Perity with Relaif	9.32 5.43	28569 92	3.04	Ø.
MR-3-02-3342 MR-3-03-3342	% Misself Repair Appointment – Central Office %CPE/TOK/FOK - Missed Appointment	Perky with Retail	8.95 0.00	3051 14	7.85	8)
MHC-3-U3-3342		No Standard	1.09	92		Š.
	MR-4 - Trouble Duration Intervels Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble					
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity with Retail	19.02 12.60	28569 92	19.69 2.08 3.12	П
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity with Retail	9.55 4.81	3051 14	15.09 4.04 1.17	1
MR-4-04-3342	[% Cleared (all troubles) within 24 Hours	Parity with Relaif	76.96 87.74	31620 106	4.10 2.63	1
MR-4-07-3342 MR-4-08-3342	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with Retail Parity with Retail	57.16 33.33 22.87 14.94	23923 87 23923 87	5.31 4.48	1
(ALC-4-00-224X	N OUT OF THE PARTY	PRIKY WAS REGULE	22.01 14.84	23923 6/	4.51 1.76	L
	MR-5 - Repeat Trouble Reports					
MR-5-01-3342	AR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with Relaif	18.82 14.15	31620 106	3.79 1.18	٦
		•				4
	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop					_
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity with VADI	0.15 0.07	119883 2714	0.07	ž
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VADI	0.04 0.11	119883 2714	0.04	4
MR-2-04-3343 MR-2-05-3343	% Subsequent Reports % CRE/TOK/FOK Trouble Report Rate	Assessed I/C/W MRAs None: Analysis Only	25.00 0.77	2714		á
N#1-2-05-5045	WOTED ENGLISHED THE PARTY NAMED IN THE PARTY NAMED	trong. Analysis Only	ACCUS BURNINGS OF STATE	SAN Charles on the Control of the Co	A description with a second control of the s	4
	MR-3 - Missed Repair Appointments					
MR-3-01-3343	1 % Missiri Danek Antoisknent – Loon	Parity with VADI	22.51 50.00	191 2	29.86	4
MR-3-02-3343	% Missed Repair Appointment - Central Office %CPE/TOK/FOK - Missed Appointment	Parity with VADI	8.25 25.00	97 4	14.04	á
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	No Standard	9.52	21	Colors and the state of the second	3
	MR-4 - Trouble Duration Intervals					
MR-4-02-3343	A STATE OF THE CASE OF THE STATE OF THE STAT	Parity with VADI	24.49 37,33	191 2	18.48 13.14 -0.98	,
MR-4-03-3343	Mean Time To Repair - Certral Office Trouble % Cleared (all traubles) within 24 Hours	Perity with VADI	11.38 8.63	97 4	15.14 7.72 0.62	Ł
MR-4-04-3343	% Cleared (all Iroubles) within 24 Hours	Parity with VADI	70.49 63.33	288 6	18.81	4
MR-4-07-3343	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with VADI	63.9618.67	283 6	19.81	4
MR-4-08-3343	% Out of Service > 34 Hours	Parity with VADI	28.96 16.67	283 8	18.72	ı
	MO.S. Second Tanahia Sanoria					
MR-5-01-3343	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Panty with VADI	55.56 16.67	288 6	20.50	ı
INITA DI GOLD		any and the	1,00,0		2000 0000000000000000000000000000000000	i
	MR-2 - Trouble Report Rate			 		
MR-2-02-3345	Network Trouble Report Rate - Loop	Parity with VADI	0.15 NA	119883		ĺ
MR-2-03-3345	Network Trouble Report Rate - Central Office	Parity with VADI	0.04 NA	119883	A ASST COL	ĺ
MR-2-04-3345 MR-2-05-3345	% Subsequent Reports % CPE/TOK/POK Trouble Report Rate	Assessed VCAV MRAs None: Analysis Only	NA NA			ĺ
NEC-2-00-3440	NONDION ON TRACE REPORTED	Home. Analysis only	September 1997	A STATE OF STREET		Í
	MR-3 - Missed Repair Appointments Mi Missed Repair Appointment – Loop					
MR-3-01-3345	% Miseed Repair Appointment – Loop	Parity with VADI	22.51 NA	191	(F178) 900 1 5 500	ı
MR-3-02-3345	% Missed Repair Appointment - Ceptral Office: %CPE/TOK/FOK - Missed Appointment	Parity with VADI	8.25 NA	97		i
MR-3-03-3345	NCPE/TOK/FOK - Missed Appointment	No Standard	NA S	2/15/2008/20		i
	MD.4 - Tenuble Duration Intercels					
MR-4-02-3345	MR-4 - Trouble Duration intervels Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with VADI	24.49 NA	191	18.48	
MR-4-03-3345	Mean Tene To Repair - Central Office Trouble	Parity with VADI	11.38 NA	97	15.14	
MR-4-04-3345	% Cleanid (all troubles) within 24 Hours	Parity with VADI	70.49 NA	256		
MR-4-07-3345	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with VADI	83.96 NA 28.98 NA	283 283	I was a second	
MR-4-08-3345	25 CRI OS SOLACOS > SAL LIGRID	Party with VADI		₹63		
	NR-5 - Repeat Trouble Reports			_		
MR-5-01-3345	NR-5 - Repeat Trouble Reports 1. Repeat Reports with 30 Days	Parity with VADI	55.56 NA	288		
		•				
	MR-2 - Trouble Report Rate					
MR-2-01-3200	Network Trouble Report Rate	Parity with Retail	0.21 1.26	454859 3883	0.07 -14.41	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.85	3883		
	MR-4 - Trouble Duration intervals					
MR-4-01-3216	ARR-4 - Trouble Duretton intervals Mean Time To Repair - Total - Non DS0 & DS0 Mean Time To Repair - Total - DS1 & DS3	Parity with Retail	8.42 NA	722	7.84	
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DB3	Parity with Retail	6.38 6.43	219 49	5.98 0.95 -0.05	
MR-4-04-3218	I S. Cleaner (se tree tries) within 24 HOURS . Sinn (1963 & 1157)	Party with Retail	97.23 NA	_722		
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail	97.26 95.92	219 49	2.58	
MR-4-06-3216 MR-4-06-3217	% Out of Service > 4 Hours - Non DS0 & DS0 % Out of Service > 4 Hours - DS1 & DS3	Parily with Retail Parily with Retail	53.85 NA 59.53 56.00	215 40	8.45 0.54	
	TO CHI OF DEPARTS A PROSES - DOT & 1750	Parity with Retail Parity with Retail	2.86 NA	699	6.43 U.54	
MR-4-08-3216 MR-4-05-3217	% Out of Service > 24 Heurs - Non DS0 & DS0 % Out of Service > 24 Hours - DS1 & DS3	Party with Retail	2.79 2.50	215 40	2.84	
	——· · · · · · · · · · · · · · · · · · ·	. way was trained			83,400	
	ARI-5 - Repeat Trouble Reports % Repeal Reports within 30 Days	-				
MR-5-01-3200	% Reposit Reports within 30 Days	Perity with Retail	17.96 14.29	941 49	5.62 0.65	
		•			· -	
	Legend Notations defined on Legend sheet - last page					

Carrier to Carrier

Performance Standards and Reports Verizon Massachusetts February 2002

CLEC Aggregate	Performance
TRUNKS	

	IKUNKS						
		1	Angreas	ete interconnection			
Metric #		Standard	Actual	Number of			
	OR 1 - Order Confirmation Timeliness		Performance	Observations			
OR-1-12-5020 OR-1-12-5030	% On Time FOC (<= 192 Forecasted Trunks) % On Time FOC (> 192 and Unforecasted Trunks)	85% on time 10 Business Days	100.00	- 5]		
OR-1-13-5020	54 On Time Design Laurus Record (Ol R)	Negotialed Process 95% on time 10 Bygmess Days	88.89 100.00	36	1		
OR-1-19-5020	% On Time Resp Request for Inbound Augment Trunks (<= 192 Forecasted	95% on time 10 Business Days	100.00	. 6			
OR-1-19-5030	% On Time Resp Request for Inbound Augment Trunks (> 192 Forecasted	Negotiated Process	100.00	11]		
	OR-2 - Reject Timeliness						
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	2	1		
		1		*-	-		
			Actual Performance	Number of Observations			
			Vz CLEC Aggregate	Vz AN CLEC	Standard Deviation	Sampling Error	Z-Score
PR-1-09-5020	PR-1 - Average Interval Offered Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Panty with IXC / FGD	22.88 15.20	7	16.30	9.54	0.91
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Party with IXC / FGD	23.88 15.20 17.75 17.18	6 11	6.11	2.84	0.20
	PR 2 Min - 2 A - statement		· ·		•		
PR-4-01-5000	PR-4 - Missed Appointment Verizon Total	Panty with IXC / FGD	0.00 0.00	2764 7235	20 July 20 100 100 100 100 100 100 100 100 100		0
PR-4-02-5000	Average Delay Days - Total	Parity with IXC / FGD	NAI NA				
PR-4-03-5000 PR-4-07-3540	% Missed Appointment - Customer % On Tirrie Performance - LNP Only	None, Analysis Only 95% on Time	19.32 99.82	3810			
PR-4-07-33 4 0	NON INCOMENDA - LIVE ONLY	SOM OU IEMS	Wilder	3610	TO SECURE AND ADDRESS OF THE PARTY.	A CONTRACTOR OF THE PARTY OF TH	
	PR-5 - Facility Missed Orders						
	% Meses Appointment - Vertzon - Facilities	Parity with IXC / FGD	0.00 0.00	2764 1561	37 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		0
PR-5-02-5000 PR-5-03-5000	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with IXC / FGD Parity with IXC / FGD	0.00 0.00	2764 1561 2764 1561	_		
711-0-00-0000		Pary Horizo / Fob	1 0.00				
	PR-6 - Installation Quality				12.10.4		
PR-6-01-5000 PR-6-03-5000	% Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days - FOK/TOK/CPE	Parity with IXC / FGD None, Analysis Only	0.00 0.00	2764 7235 7235			0
FK-6-03-3000	7 St High. Total May 1 St Day 1 - FOR TOX CO. E.	NONE ANALYSIS CITY	0.00 (0.00	7295	Region resident ingeligingen i entgespesie.	MAN TO A STATE OF THE PARTY OF	STORY OF THE STORY
	PR-8 - Open Orders in a Hold Status						
PR-8-01-5000 PR-8-02-5000	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Perity with IXC / FGD Perity with IXC / FGD	0.00 0.00	2764 7235 2764 7235	A 6 5 6 5 5 5 6 6		0
FR-0-02-3000	Chair Crashe El 4 1 Not dellas - 50 Daja	Miles well INC 1 LOD	0.00 0.00	2104 1233			
	Im a Routh Bours Orto						
MR-2-01-5000	MR-2 - Trouble Report Rate Network Trouble Raport Rate	Parity with IXC / FGD	0.01 0.00	268523 426145	**********	0.00	1.52
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Taky Marine 1102				1	
	MR-4 - Trouble Duration Intervals	I	4.24 · · · · · · · · · · · · · · · · · · ·	45 43		0.43	0.40
MR-4-01-5000 MR-4-04-5000	Mean Time To Repair - Total % Cleared (all troubles) within 24 Hours	Parity with IXC / FGD Parity with IXC / FGD	1.34 1.17 100.00 100.00	15 12	3.11	0.43	0.40
MR-4-05-5000	% Out of Benice > 2 Hours	Parity with IXC / FGD	6.67 0.00	15 12		9.66	
MR-4-08-5000	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with IXC / FGD	6.67 0.00 0.00 0.00	15 12 15 12		9.66	0
	% Out of Service > 24 Hours	Purity with IXC / FGD Purity with IXC / FGD	0.00 0.00	15 12			-
							
MD 6 01 6000 f	MR-5 - Repeat Trouble Report Rates % Repeat Reports Within 30 Days	Perky with UKC / FGID	6.67 0.00	15 12		9.66	0.00 Ki Ki
WK-2-01-2020	S repos repus sessions	Parky was over 1 cm	0.07			5.00 E: 03000	A
I							
•							
NP-1-01-5000	NP-1 - Percent Final Trunk Group Blockage % Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.65 0.00	308 354	The second second	0.63	64 D 22
NP-1-02-5000	% FTG Exceeding Blocking Skt(No Exceptions)	See Guidelines	0.65 1.41	308 354		0.63	
NP-1-03-5000 NP-1-04-5000	Number FTG Exceeding Blocking Std 2 Months Number FTG Exceeding Blocking Std 3 Months	See Guidelines See Guidelines		354		1.11	
14E-1404-2000 [INGINION P. O Excepting Decimal Con 3 working	Sec Chinesias E	0		The second second second second	2 10 200	MICHAEL BY 10 - 18
	NP-2 - Collocation Performance - New	050/ "	455 55				
NP-2-01-6701 NP-2-02-6701	% On Time Response to Request for Physical Collocation. % On Time Response to Request for Virtual Collocation.	95% on time 95% on time	100.00 NA	⁵			
NP-2-03-6701 ₽	Average internal - Physical Collection	No standard	76.00				
NP-2-04-8701 NP-2-05-8701	Average interval - Vistual Collection	No standard 95% on time	103,00	55000000000000000000000000000000000000			
NP-2-06-6701	No II Titrie — Physical Collocation No On Titrie — Virtual Collocation No On Titrie — Virtual Collocation Average Data Days — Physical Collocation Average Data Days — Virtual Collocation	95% on time	100,00 100,00	<u> </u>			
NP-2-07-6701	Average Delay Degs - Physical Collocation	No standard	NA NA				
NP-2-08-8701	AVerage Cetay Days - Valua Conocasin	No standard	NA	L			
_1	NP-2 - Collocation Performance - Augment						
NP-2-01-6702	% On Time Response to Request for Physical Collocation	95% on time 95% on time	100.00 NA	14			
NP-2-02-6702 NP-2-03-6702	% On Time Response to Request for Virtual Collocation Average telerival Physical Collocation - 76 Days	95% on time No standard		40.00			
NP-2-03-6712	Average Interval - Physical Collocation - 78 Days Average Interval - Physical Collocation - 45 Days Average Interval - Physical Collocation - 45 Days Average Interval - Virtual Collocation	No standard	40.00				
NP-2-04-6702 NP-2-05-6702	Average Interval — Virtual Collectation % On Time — Physical Collectation -76 Days	No standard 95% on time	<u> 67,00</u> 100,00	10			
NP-2-05-6712	% On Time - Physical Collection - 45 Days	See Legend					
MD. 2_04_4702 1	K Co Time _ Midwel Collegation	95% on time	100,00 100,00				
NP-2-07-5702) / NP-2-08-6702 /	Average Delay Days Physical Collocation Average Delay Days Virtual Collocation	No standard No standard	NA NA				
		. TO Gappy Marie	<u> </u>				
G.	egend Notations defined on Legend sheet - last page						

LEGEND

```
* = Verizon North (CT, MA, ME, NH, NY, RI, VT)
*** = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WW and DC)
*** = MA only
*** = Verizon NE (MA, ME, NH, RI, VT)
**** = NY and CT
*** = NY and CT combined (CLEC result only)
1 = 80% for December 2001 and January 2002 data months
= 85% for February and March 2002 data months
= 95% for Fabriary and March 2002 data months
= 95% for June 2002 and forward data months
= 95% for June 2002 and forward data months

*** UD = Performance metric is under review
NA = No Activity
NEF = No Existing Functionality
TBD = Performance standard is to be determined
R3 = Run 3 times per year
*** I/CAV MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated

95% Completed Within Window = Standard for Cut-Over Window
1 to 9 kines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours

EEL = 1-9 Loops, 15 days
10+ Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
10+ Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity 1-8), Negotiated
Jeopardy = 100% at least 24 hours before due date without facilities
100% at least 48 hours before due date without facilities
```



- Log Gamma Attachment -

March 27, 2002

Wholesale Customer:

Consistent with the newly approved Appendix K of the C2C guidelines, Verizon has implemented a Log Gamma macro on the monthly C2C reports to provide a result equivalent to that of permutation testing. The Log Gamma macro will evaluate the results for all counted metrics at both the aggregate and CLEC specific level. It will then determine if the sample sizes are small enough to qualify the metric for permutation testing. If the metric qualifies, then the Log Gamma macro will be applied to determine a Z score. Any Z score that is determined as a result of the Log Gamma test will be highlighted in yellow. In some instances, the Z score is listed as a positive five million, or a negative five million. This merely indicates that the result is an extremely large positive or negative number. A positive five million indicates that the metric has met the standard. A negative five million indicates that the metric has missed the standard.

Bruce P. Beausejour

Vice President and General Counsel - New England

185 Franklin Street, Room 1403 Boston, MA 02110

Tel (617) 743-2445 Fax (617) 737-0648 bruce.p.beausejour@verizon.com

April 25, 2002

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: <u>D.T.E. 99-271</u>

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for March 2002 using the Carrier-to-Carrier ("C2C") Guidelines.

Also enclosed are two industry letters. The first is a letter to Massachusetts Carriers regarding the availability of an 800 number to call with questions regarding Massachusetts Carrier-to-Carrier Performance Reports. The second is a letter regarding a website that will provide CLECs with the ability to access their Massachusetts C2C reports directly on-line.

Copies of carrier-specific C2C reports and data files are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Michael Isenberg, Esquire, Director – Telecommunications Division Tina Chin, Esquire, Hearing Officer Attached Service List



Dear Recipient of MA Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Massachusetts Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-MA's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	John Keenan	Director	617-743-6547
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan Director - Wholesale Performance Assurance



March 25, 2002

Massachusetts Wholesale Customer:

Aggregate and CLEC-specific Verizon Carrier-to-Carrier ("C2C") Reports and detailed data files are now available from a Verizon web site called WISE (Wholesale Internet Service Engine) Performance Measures. Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user-friendly. It should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing FCC or State reports, these user-ids and passwords will allow you to review your reports without any additional updating.

For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password, and digital certificate process is completed. Beginning the following month, you will receive your monthly C2C reports as before and, in addition, you will have the opportunity to access and download your reports from the WISE web site as well.

Summary of Events

	Action	Data Month	Available via WISE
-	Obtain IDs for new users Receive reports via Mail Reports available via WISE	February 2002	March 25, 2002
-	Receive reports via Mail Reports available via WISE	March 2002	April 25, 2002
-	Receive reports via Mail Reports available via WISE	April 2002	May 25, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email enrique.j.lopez@verizon.com

Respectfully,

Jim MacDonald
Director – Wholesale Performance Metrics

Attachment

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: www.verizon.com/wise This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select "Where to Begin". In the "Where to Begin" section, there are 3 Steps. These steps will take you through the access process.
- 5) Step 1: For "Type of user," select CLEC. You'll be routed to another screen entitled,
 "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM CLECs." To
 ensure that only authorized employees of eligible CLECs have access to the
 measurement results, Verizon employs a user ID/password protection program.
 Complete this form and click on the "Submit" button at the bottom of the screen. Your
 new WISE login ID and password will be transmitted back to the e-mail address that you
 provide on this form.
- 6) Step 2: Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled http://128.11.40.241/perf_meas_ug/pmhomepage.htm)
 Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) Step 3: Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier (http://128.11.40.241/perfmeas_ug/pmhomepage.htm)
 Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier (http://128.11.40.241/perf_meas_ug/pmhomepage.htm)

 Near the bottom of the screen look, for a section entitled "*** PERFORMANCE MEASURES REPORTS & DOCUMENTATION ***" and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	OPERATION SUPPORT STSTEM / BILLING					
				Actual Performance		
Metric #	PO-1 - Response Time OSS Pre-Ordering Interface *	Standard	٧z	CLEC	Difference	Observations
PO-1-01-6026 PO-1-01-6036	Customer Bervice Record - EDI	Parity plus <= 4 Seconds	1,32	3.08	1,76	1422
PO-1-01-805	Customer Service Record -Web GUI	Party plus <= 4 Seconds Party plus <= 7 Seconds	1.32	1.32 2.53	1.21	1419 38196
PO-1-02-6029 PO-1-02-6039		Perity plus <= 4 Seconds	0.07		2.20	L., 18
PO-1-02-605	Due Date Availability - Web GUI	Party plus <= 4 Seconds Party plus <= 7 Seconds	0.07 0.07	0.59 2.17	0.52 2.10	25 939
PO-1-03-602	O (Address Validation - EDI	Parity plue <= 4 Seconds	3.98	5,21	1.23	869
PO-1-03-603/ PO-1-03-605/		Parity plus <= 4 Seconds Parity plus <= 7 Seconds	3.98 3.98	2.74 5.16	-1.24 1.18	354 3869
PO-1-04-602	Product & Service Assemblity - EDI	Parity plus <= 10 Seconds	8.53	NA		5000
PO-1-04-6030 PO-1-04-6050	Product & Service Availability - Web QUI	Parity plus <= 10 Seconds Parity plus <= 10 Seconds	8.53 8,53	NA 6,28	-2.25	235
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	4,77	7.68	2.91	20
PO-1-05-6030 PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 4 Seconds Parity plus <= 7 Seconds	4.77	4.46 5.99	1.22	112
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Perty plus <= 4 Seconds	8,18	3.94	-4,24	617
PO-1-06-6030 PO-1-06-6050		Parity plus <= 4 Seconds Parity plus <= 7 Seconds	8 18 8 18	NA 4.07	4.11	1707
PO-1-07-6020	Rejected Query - EDI	Perity plus <= 4 Seconds	0.04	2.30	2.26	5446
PO-1-07-6030 PO-1-07-6050		Parity plus <= 4 Seconds Parity plus <= 7 Seconds	0.04	0.57 2.75	0.53 2.71	1409 3437
PO-1-08-6020	% Timeputs - EDI	not > .33%	5.0	0.01		7029
PO-1-08-6030 PO-1-08-6050	% Timebuts - CORBA % Timebuts - Web GUI	not > .33% not > .33%		0.00		2945 66758
PO-1-09-6020	Parsed CSR - EDI	Perity plus <= 10 Seconds	1.32	1.87	0.55	2679
PO-1-09-6030	Parsec CSR - CORBA *Retail date is obtained from ENVIEW, and the total number of observations is	Parity plus <= 10 Seconds	1.32	0.35	-0.97	102
	Total data b ownerous north Estates, and no idea staticos in anadisations is					
	PO-2 - OSS interface Availability*					
PO-2-02-6020	QSS Interf. Avail Prime Time - EDI	>=99.5%		100.00		0.00
PO-2-02-6030 PO-2-02-6060		>=99.5%		100.00		0.00
PO-2-02-6080	OSS Interf. Avail Prime Time - Maint, Alleb GUI/Pre-Orden/Ordering WEB GUI	>=90.5%	7	99.69		1.45
PO-2-03-6020 PO-2-03-6030		ł		99,20 99,78		1.20
PO-2-03-6040	OSS Interf. Aveil Non-Prime - Maint. Web GUI (RETAS)	No Standard		99.76		0.60
PO-2-03-6050 PO-2-03-6060	CSS Interf. Avail Non-Prime - Pre-order/Order WEB GUI OSS Interf. Avail - Non-Prime - Electronic Bonding	!		99.78 100.00		0.60
FQ-2-03-0000		<u> </u>	.j			0.00
PO-5-01-2000	PO-5 - Average Notification of Interface Outage Average Notice of Interface Outage*	Not more than 20 minutes		15.00		 -
FO-3-01-2000		1904 Hote Blast 20 trainous		13.00	1	<u> </u>
PO-6-01-2000	PO-6 - Software Validation Software Validation	<= 5%		R3		
PO-0-01-2000		,,			i	<u> </u>
	PC-7 - Software Problem Resolution Timeliness % Software Problem Res. Teneliness**	>=85%		NA I	1	
PO-7-01-2000 PO-7-02-2000	Dalay Hrs S/M Res Change - Xactions Falled, No Worksround**	48 hours		NA NA		
PO-7-03-2000	Datay Mts S/W Res Change - Sections Falled, No Worksround** Datay Mts SAV Res Change - Xections Falled, With Worksround** Datay Mts Falled Rejected Test Deck - Xections Falled, Ne WA***	10 days		NA NA		
PO-7-84-2000	Delay Fars - Passegraphican Test Caux - Asculins Passed, No YVA	48 hours				
	PO-8 - Manual Loop Qualification	1		406.05		
PO-8-01-2000 PO-8-02-2000	% On Titre - Manual Loop Qualification % On Titre - Engineering Record Request	95% within 48 Hours 95% within 72 Hours		100.00 NA		
	A STATE OF THE STA					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01-6660 PO-4-01-6671	% Notices Sent on Time - Industry Standard, Vertzon Ong. & CLEC-Ong. % Notices Sent on Time - Emergency Maint, & Regulatory	95% 95%		NA 100.00	- 1	5
PO-4-02-8660	Change Mornt Notice - Detay 1-7 Days - Ind. Std., Vertzon Orto, & CLEC Ortg.	No Standard		NA.		
PO-4-02-8671 PO-4-03-6660	Change Marth. Nelbe - Delity 1-7 Days - Ind. Std., Vertzon Ortg., & CLEC Ortg. Change Marth. Nelbe - Delity 1-7 Days - Emergency Melnt. & Regulatory Change Marth. 100 - Delay 8 - Deys - Ind. Std., Vertzon Ortg. & CLEC Ortg.	No Standard No delayed notices and document	Intion over 6 days	NA	- 1	
PO-4-03-6671	Change Morrs. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No delayed notices and document		NA NA	i	
DO 4 44 4652	PC-4 - Timeliness of Change Management Notice	95%		NA NA	ſ	
PO-4-01-6622 PO-4-01-6662	% Notices Sent on Time - Regulatory % Notices Sent on Time - Ind. Std., Vertzon Orig. & CLEC Orig.	95%		NA NA	į	
PO-4-02-5622	Change Minnt: Notice - Dalay 1-7 Days - Requisitory	No Standard No Standard		NA NA	[
PO-4-02-6662 PO-4-03-6622		No Standard No delayed notices and document	union over 6 days	NA.	l	
PO-4-03-6662	Change Mornt, Notice - Delay 8+ Days - Ind. Std., Vertron Orto, & CLEC Orto.	No delayed notices and document	lation over 6 days	NA	į	
MR-1-01-2000	MR-1 - Response Time OSS Meintenance Interface Grante Trouble	Parity plus <= 4 Seconds	8.11	3.47	-4.64	1123
MR-1-02-2000	Status Tribuble	Parity plus <= 4 Seconds	4.63	5,14	0.51	150
MR-1-03-2000 MR-1-04-2000	Modify Trouble Request Cancellation of Trouble	Parity plus <= 4 Seconds Parity plus <= 4 Seconds	7.82 9.34	4.28	-5.06	
MR-1-05-2000	Trouble Raport Hatery (by TN/Circuit) Test Trouble (POTS Only) - RETAIL only	Parity plus <= 4 Seconds	0.29	0.92	0.63	388
MR-1-06-2000	Test Trouble (POTS Only) - RETAIL only	Parity plus <= 4 Seconds	54.01	45.72	-8.29	2842
Bl-1-02-2030	Bi-1 - Timeliness of Delity Usage Feed TK DUF is 4 Business Delte	95% in 4 Business Days		99.41	г	39249348
Dr. 1-02-2030					_	
BI-2-01-2030	BI-2 - Timeliness of Carrier Bill Tanjoliness of Carrier Bill	98% in 10 Susiness Days		98.29	г	821
DEA-01-5040		_ = ~ · · · · · · · · · · · · · · · · ·				<u> </u>
BI-3-04-2030	843 - Billing Accuracy & Claims Processing % CLEC filling Claims Acknowledged within 2 Susiness Days				_	
BI-3-05-2030		95% within 2 Business Days 95% within 28 Calendar Days		98.61	F	144 57
				V 1.40	L	
	(1997年) [1] [1] [1] [2] [2] [2] [3] [3] [4] [4] [4] [4] [4] [4] [4] [4] [4] [4					
	OD-1 - Operator Services - Speed of Answer					
OD-1-01-1021 OD-1-02-1021	Average Speed of Answer - Operator Services - NE OSC Average Speed of Answer - Directory Assistance - NE OSC	Parity with Refail	3,00 3,64		1361125	86433
		Parity with Retail	3.04	2.20 T	3783983	1351850
	Legend Notations defined on Legend sheet - last page					

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

			CLEC	Number of Observations
Metric #	PO-3 - Contact Center Aveilebility	Standard	Aggregate	All CLECs
PO-3-02-2000 PO-3-04-2000	% Answered within 30 Seconds - Ordering* % Answered within 30 Seconds - Repair**	60% within 30 Seconds 50% within 30 Seconds	94.98 93.64	3908 105580
	Dec. 1. Company of the company of th			
OR-8-01-2000	OR-8 - Acknowledgement Timelineus % Acknowledgements on Time	95% within 2 Hours	100.00	804
OR-9-01-2000	OR-9 - Order Acknowledgement Completeness 5. Acknowledgement Completeness	99%	100.00	804
OR-10-01-2000 OR-10-02-2000	OR-10 - POW Motifier Exception Resolution Timeliness % of PON Exceptions Resolved Within Time (1) Business Days % of PON Exceptions Resolved Within Ten (10) Business Days	95% within 3 Business Days 99% within 10 Business Days	100.00 100.00	12
OR-1-02-2320	OR-1 - Order Confirmation Timeliness % On Time LSRC - Flow Through	95% within 2 Hours	99.72	4934
OR-1-04-2100 OR-1-06-2320	% On Time LSRC No Facility Check % On Time LSRC/ASRC Facility Check	95% within 24 Hours 95% within 72 Hours	99.53 100.00	4064 373
OR-2-02-23 2 0	OR-2 - Reject Timeliness % On Time LSR Reject - Row Through % On Time LSR Reject No Facility Check	95% within 2 Hours	99.86	2192
OR-2-04-2320 OR-2-06-2320	% On Time LSR Reject No Feality Check % On Time LSR/ASR Reject Feality Check	95% within 24 Hours 95% within 72 Hours	99,54 100.00	1509 333
OR-1-04-2341	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification S On Time LSRC No Facility Creek	95% within 72 Hours	100.00	135
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	15
OR-2-04-2341 OR-2-06-2341	OR-2 - Reject Timelingse - Regulring Loop Qualification % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 72 Hours 95% within 72 Hours	100.00	114
	Later and the second se			
OR-3-01-2000	OR-J - Percent Rejects % Rejects	No Standard	31.19	14263
OR-3-02-2000	% Resubmission Not Rejected	95%	NA	
OR-4-11-2000	CR-4 - Typeliness of Completion Notification % Completed orders with neither # PCN nor BCN sent	0.25%	0.24	2403
OR-4-16-2000 OR-4-17-2000	% Provisioning Completion Notifiers sent within one (1) Business Day % Billing Completion Notifier sent within two (2) Business Days	95% 95%	74,10 95.25	2483 2483
	OR-5 - Percent Flow Through	Na Standard Developed	50.70	9791
OR-5-01-2000 OR-5-03-2000	% Flow Through - Total % Flow Through Actileved	95%	95.94	5174
OR-6-01-2000	OR-6 - Order Accuracy % Accuracy - Orders*	95% Orders without Errors	95.98	348
OR-6-03-2000	* Accuracy - LARC	not more than 5%	0.10	6150
OR-7-01-2000	OR-7 - Order Completeness % Onter Confirmation/Rejects sent within 3 Business Days	95%	99.63	13947
OR-1-04-2210	OR-1 - Order Confirmation Timeliness % On Time LSRC No Facility Check DS0 % On Time LSRC No Facility Check D51	95% within 48 Hours	NA NA	
OR-1-04-2211 OR-1-04-2213	% On Time LSRC No Facility Check DS3	95% within 48 Hours 95% within 48 Hours	NA NA	
OR-1-04-2214 OR-1-06-2210	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3) % On Time LSRC(ABRC Facility Check DS0	95% within 48 Hours 95% within 72 Hours	99.12 NA	228
OR-1-06-2211 OR-1-06-2213	% On Time LSRC/ASRC Fedilly Check DS1 % On Time LSRC/ASRC Fadilly Check DS3 % On Time LSRC/ASRC Fadilly Check (Non DS0, DS1, & DS3)	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	NA NA 100.00	14
OR-1-06-2214		SON WENT OF HOURS	100.00	
OR-2-04-2200 OR-2-06-2200	OR-2 - Reject Timeliness % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 48 Hours 95% within 72 Hours	100.00 100.00	240 51
	Legend Notations defined on Legend sheet - last page			

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

		j	Actual Performance Number of	Observations			
Metric #	PR-1 - Average Interval Offered	Standard	Vz CLEC Aggregate Vz	A# CLEC:	Standard Daviation	Sampling Error	Z-Score
PR-1-04-2100 PR-1-05-2100		Parity with Retail Parity with Retail	2.28 7.27 96 2.93 8.28 42	11 18	1.52 1.77	0.50 0.50	-10.12 -10.73
PR-3-01-2100 PR-3-06-2100 PR-3-09-2100	% Completed in 3 Days (1-5 Lines - Dispetch)	Parity with Retail Parity with Retail Parity with Retail	85.88 76.57 121665 73.02 74.70 9637 97.50 99.08 9837	1528 336 325	e ince	0.90 2.46 0.88	-10.39 0.68 2.25
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100	% Missed Appointment - Customer % Missed Appointment - Verizon - Dispetch	Parity with Retail No Standard Parity with Retail Parity with Retail	2.60 2.68 1304 2.53 2.53 5.36 3.63 23863 0.01 0.05 208386	28 4539 679 3860	3.72	0.71 0.88 0.02	-0.111 1.75
PR-5-01-2100 PR-5-02-2100		Parity with Retail Parity with Retail	3.35 3.09 23863 0.05 0.00 23863	679 679		0.70	0.37 5000000.00
PR-6-01-2100 PR-6-03-2100		Parky with Retail None: Analysia Only	2.75 2.17 211760 1.59 211760	10389 10389		0.16	3.56
PR-8-01-2100 PR-8-02-2100	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00 0.00 232229 0.00 0.00 232229	4539 4539			0 0
PR-1-01-2110 PR-1-03-2110	PR-1 - Average Interval Offered Average Interval Offered — Total No Dispetch Average Interval Offered — Depatch (1-5 Lines)	Parity with Retail Parity with Retail	0.62 1.34 15693 2.19 2.67 2855	1015 218	0.98	0.03	-23.16 -5.05
PR-1-01-2120 PR-1-03-2120	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispetch Average Interval Offered - Dispetch (1-5 Lines)	Parity With Retail Parity with Retail	0.39 0.83 164738 2.63 3.20 6513	1174 158	1.07	0.03	-14.04 -2.78
PR-1-12-2103	PR-1 - Average Interval Offered Average Interval Offered - Disconnects	Parky with Retail	3.72 3.05 63138	2455	7.80	0.16	4.18
PR-1-01-2341 PR-1-02-2341	PR-1 - Average interval Offered Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch	Parky with Retail Parky with Retail	1.45 1.91 299 3.16 10.69 204	94	1.72	0.20 0.67	-2.26 -11.49
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	PR-4 - Missed Appointments Average Delay Degs — Total: % Missed Appointment — Customer % Missed Appointment — Verton — Dispatch % Missed Appointment — Verton — Dispatch % Missed Appointment — Verton — No Dispatch % Missed Appl — Customer — Late Order Conf.	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	3.30 NA 77 4.31 0.00 348 0.00 0.90 214 0.00 0.00	105 14 91 105		5.54 (3.5	000000.00) O
PR-5-01-2341 PR-5-02-2341	PR-5 - Facility Missed Orders % Missed Apparement — Verton — Facilities % Orders Held for Facilities > 15 Days	Parity with Rutai Parity with Rutai	3.30 0.00 384 0.00 0.00 384	14 14	re was fo	4.87 5	0
PR-6-01-2341 PR-6-03-2341	PR-6 - Installation Quality % Install, Troubles Reported within 30 Days % Install, Troubles Reported with 30 Days - FOK/TOK/CPE	Parity with Retail None: Analysis Only	1.54 2.13 1753 1.70	235 235		0.86	E E
PR-8-01-2341 PR-6-02-2341	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00 0.00 578 0.00 0.00 578	105 105	n in de de la gradie. La casa de la gradie		0
PR-1-06-2200 PR-1-07-2200 PR-1-08-2200 PR-1-12-2200	PR-1 - Average Internal Offered - DS0 Average Internal Offered - DS0 Average Internal Offered - DS1 Average Internal Offered - DS1 Average Internal Offered - DS3 Average Internal Offered - DIsconnects	Parity with Rates Parity with Retail Parity with Retail Parity with Retail	10.31 8.75 185 17.83 21.00 320 32.39 NA 18 10.15 8.26 2757	20 10 53	4.70 14.29 24.06 14.39	1.11 4.59 2.00	1.41 -0.69 0.95
PR-4-01-2210 PR-4-01-2211 PR-4-01-2213 PR-4-01-2214 PR-4-02-2200 PR-4-03-2200 PR-4-08-2200	PR-4 - Alles ed Appointments % Mased Appointment - Vertzon - D60 % Mased Appointment - Vertzon - D61 % Mased Appointment - Vertzon - D61 % Mased Appointment - Vertzon - D63 % Mased Appointment - Vertzon - D63 % Mased Appointment - Vertzon - Special Other Average Deley Dags - Total % Mased Appointment - Centerner 6 Mased Appl - Customer - Dus to Lyse Order Conf.	Parity with Retail Parity with Retail Parity with Retail Parity with Retail No Standard No Standard	5.03 0.00 199 12.66 0.00 308 41.67 NA 12 0.00 0.00 28 14.22 NA 54 21.21 0.00	23 9 1 33 33	18.58	11.24 50	0
PR-5-01-2200 PR-5-02-2200	PR-5 - Facility fillinged Orders % Missed Appointment - Vertion - Facilities % Orders Held for Facilities > 15 Days	Parity with Relati Parity with Retail	0.42 0.00 477 0.00 0.00 477	18 18		1.55 60	00000 00 C
PR-8-01-2200 PR-6-03-2200	PR-8- Installation Quality % Installation Troubles reported whith 30 Days % Inst. Troubles reported w/ jr 30 Days - FOK/TOK/CPE	Parity with Retail None; Analysis Only	2.80 3.21 1891 0.53	374 374		0.93	-0.43
PR-8-02-2200	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 60 Days Legend Notations defined on Legend sheet - last page	Parity with Retail Parity with Ratali	0.37 0.06 547 0.18 0.00 547	33 33			0000.00 0000.00

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

			Actual Per	riormance	Number of O	bservations			
Metric #		Standard		CLEC Aggregate	ı ∀z	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						naAmition	· -	
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	0.94	0.40	3742534	244906	-9000 S. (40000 Ca)	0.02	26.67
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	0.06	3742534	244906		0.01	5.23
MR-2-04-2100	% Subsequent Reports	Assessed VCAV MRAs	DATE INSIDE	12.76	307	1301			MEN YOU THE ST
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.33		244906	28 a 18 a		
	MR-3 - Missed Repair Appointments								
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail	15.07	11.71	5894	726	College College College	1,41	2.39
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail	10.93	6.84	29216	263		1,93	2.12
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	13,35	14.53	929	117		3.34	-0.35
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail	5,74	3.45	2542	29		4.34	0.62
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	6-1-7-2-21	5.76	Maria de Caración	799	3000		MEAN THE REAL PROPERTY.
	MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Allorn Tarrie To Repair - Total	Parity with Retail	19.04	13.31	38690	1135	19.95	0.60	9.53
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	Parity with Retail	12.56	12.40	5894	726	16.06	0.63	0.14
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	21.50	18.57	29216	263	20.30	1.26	2.33
MR-4-03-2110	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	8.36	7.80	929 2542 38690	117	20.30 12.64	1.24	0.45
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	9.13	8,83	2542	29	13.08	2.44	0.12
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	74.60	86.43	38690	1135		1,31	9.02
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	79.01	63.32	29730	886		1.39	11.30
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	57.80	38.26	29730	888		1.68	11.50
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	12.24	9.60	5391	646		1.35	1.93
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	27.71	17.50	24238	240	Call Market	2,90	3.52
	MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repetit Reports within 30 Days	Parity with Retail	17.92	15.24	35690	1135		1,15	2.32
	THE RESERVE THE THEORY OF THE PROPERTY OF THE								
	MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail	0.22	0.43	61328	2576		0.09	-2.22
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.11	0.31	61328	2576		0.07	-2.89
MR-2-04-2341	% Subsequent Reports	Assessed I/C/W MRAs	1625 - 17	9.52		21 2576	. G		
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.09		2576	1200 102 1		
	MR-1 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail	35.82	63.64	134	11	Selection of place And	15.04	49.3
MR-3-02-2341	% Mesed Repair Appointment - Central Office	Parity with Retail	22.86	50.00	70	8		15.67	.1.22
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	200 P. 77 77 8	14.29	THE RESERVE OF	28		HOUSE HERE	1.17
					•				
MR-4-01-2341	MR-4 - Trouble Duration intervals	Parity with Retail	62,63	45.59	204	19	142.27	34.12	0.50
MR-4-02-2341	Mean Time To Repair - Total Mean Time To Repair - Loop Trouble	Parity with Retail	29.88	31.90	134	11	39.50	12.39	-0.16
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	125.33	64.41	70	- 4	143.52	53.56	1.14
MR-4-04-2341	% Cleared (ell troubles) within 24 Hours	Parity with Relail	125.33 70.59	42.11 63.64	70 204	19	1300 (30) 12	10.93	-2.22
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	40.54	83.64	74	11		15.87	411
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	18.92	83.84	74	11	Salar and Salar A	12.66	-2.66
	MO.5 - Benest Trouble Burnets								
MR-5-01-2341	MR-5 - Repeat Trouble Reports 2- Repeat Reports William 30 US/4	Parity with Retail	14.22	10,53	204	19	Later Service	8.38	0.76
		•							
	The state of the s								
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.23	0.24	450705	39108	a same disagrap	0.03	-0.25
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	2014 H.S. 2748 C.	0.23	130103	39108	Contract to	Section 18 and 18	WELESTON EN
		, tener, menjew emij							
	MR-4 - Trouble Duration Intervals	D	- A (A '		007	- 24	· ·	A 78	
MR-4-01-2216	Mean Time To Repair - Total - Non DSQ & DSO	Parity with Relai Parity with Relai	6.48 7.98	7.91	807		9.10	0.78	-1.84 -0.13
MR-4-01-2217 MR-4-04-2216	Mean Time To Repair - Total - DS1 & DS3 % Cleared (all equiples) within 24 Hours - Non DS0 & DS0	Panty with Retail	98.14	8.23 100.00	225 807	26 66	0.10 0.35430 - 20006 0 x	1.73 I	500000000
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Parky with Retail	95.58	100.00	225	26			5000000.00
MR-4-08-2216	% Out of Service > 4 Hours - Non D80 & D80	Parity with Retail	57.59	81.82	790	55		6.89	-3.52
MR-4-06-2217	% Out of Bervice > 4 Hours - DS1 & DS3	Parity with Retail	87.71	84.00	223	25		9.86	-1.48
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	Parity with Retail	1.90	0.00	790	55			5000000.00
MR-4-08-2217	% Out of Bervice > 24 Hours - DS1 & DS3	Parity with Retail	4.48	0.00	223	25			5000000.00
		,							
	MR-5 - Repeat Trouble Reports			44.53	***	00	A London March Contract Contra		444
MR-5-01-2200	% Repeal Reports within 30 Days	Parity with Retail	18.02	23.91	1032	92		4.18	-1.41
	Legend Notations defined on Legend sheet - last page								
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CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

		Standard	CLEC Aggregate	CLEC Accrec ate
Metric #	PO-3 - Contact Center Availability	SILINATO	Minadara	wilding are
PO-3-02-3000 PO-3-04-3000	% Answered within 30 Seconds - Ordering* % Answered within 30 Seconds - Repair*	90% within 30 Seconds 90% within 30 Seconds	93.65 93.64	2502.5 105580
OR-8-01-3000	OR-8 - Acknowledgement Timeliness % Acknowledgements on Time	95% within 2 Hours	100.00	26917
OR-9-01-3000	OR-9 - Order Acknowledgement Completeness % Acknowledgement Completeness			
OR-9-01-3000	OR-10 - PON Notifier Exception Resolution Timeliness	90%	160.00	26917
OR-10-01-3000 OR-10-02-3000	1% of PON Exceptions Resolved Value Three (3) Business Days	95% within 3 Business Days 99% within 10 Business Days	100.00 100.00	12 12
OR-1-02-3143	OR-1 - Order Confirmation Timeliness % On Time LSRC - Flow Through	95% within 2 Hours	99.85	2637
OR-1-04-3143 OR-1-06-3143	% On Time LSRC No Facility Check % On Time LSRC/ASRC Facility Check	95% within 24 Hours 95% within 72 Hours	99.75 100.00	403 119
OR-2-02-3143	OR-2 - Reject Timeliness % On Time LSR Reject Flow Through	95% within 2 Hours	100.00	973
OR-2-04-3143 OR-2-06-3143	% On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 24 Hours 95% within 72 Hours	98.18 100.00	385 87
OR-6-01-3143	OR-6 - Order Accuracy % Accuracy - Orders*	95% orders without errors	99.75	400
OR-6-03-3143	% Accuracy - LSRC*	not more than 5%	0.00	400 22740
OR-7-01-3143	OR-7 - Order Completeness % Order Commitmetion/Rejects sent within 3 Business Days	95%	99.73	4450
OR-1-02-3331	OR-1 - Order Confirmation Timeliness % On Time LSRC - Flow Through	95% within 2 Hours	99.87	12862
OR-1-04-3331 OR-1-06-3331	% On Time LSRC No Facility Check. % On Time LSRCARRC Facility Check	95% within 72 Hours	99.09 99.21	13863 3633 1012
OR-2-02-3331	OR-2 - Reject Timeliness 4 On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	2114
OR-2-04-3331 OR-2-06-3331	% On Time LSR Reject - Flow Through % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 24 Hours 95% within 72 Hours	99.03 100.00	720 3 6 6
OR-6-01-3331	OR-6 - Order Accuracy % Accuracy - Orders*	95% orders without errors	99.01	403
OR-6-03-3331	% Accusing LSRC*	not more than 5%	0.28	24296
OR-7-01-3331	OR-7 - Order Completeness % Order Continuation/Rejects sent within 3 Business Days	96%	99.84	21101
OR-1-04-3341	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification % On Time USRC No Facility Check	95% within 72 Hours	98.94	189
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	98.94 100.00	1
OR-2-04-3341 OR-2-06-3341	OR-2 - Reject Timeliness - Requiring Loop Qualification % On Time LSR Reject No Facility Check % On Time LSR/ASR Reject Facility Check	95% within 72 Hours 95% within 72 Hours	100.00	55
OK-2-00-33-1		and the military of the same	1	<u> </u>
OR-1-04-3342 OR-1-06-3342	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification % On Time LSRC No Facility Check % On Time LSRC/ASRC - Facility Check	95% within 72 Hours 95% within 72 Hours	99.33 NA	149
OR-2-04-3342	OR-2 - Reject Timeliness - Requiring Loop Qualification 9. On Time LSR Reject No Facility Check 1% On Time LSR/ABR Reject Facility Check	95% within 72 Hours	100.00	48
OR-2-06-3342		95% within 72 Hours	NA NA	
OR-1-04-3340 OR-1-06-3340	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification 9, On Time LSRC No Fadily Check 9, On Time LSRC/ASRC - Fadily Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	36
	OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-04-3340 OR-2-06-3340	OR-2 - Reject Timeliness - Requiring Loop Qualification % On Time LSR Reject No Facility Check % On Time USR/ASR Reject Facility Check	95% within 72 Hours 95% within 72 Hours	100.00 NA	11
	continued			

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	Living the second secon		GLEC	CLEC
Metric #		Standard	Aggregate	Aggregate
	OR-3 - Percent Rejects		***************************************	
OR-3-01-3000 OR-3-02-3000	% Rejects (ASRs + LSRs) % Resubmission Not Rejected	No Slandard 95%	18.13 NA	28344
	OR-4 - Timeliness of Completion Notification			
OR-4-11-3000 OR-4-16-3000	% Completed orders with neither a PCN nor BCN sent % Provisioning Completion Notifiers sent within one (1) Business Day	0.25% 95%	74.10	2483 2483
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	25%	95.25	2483
	OR-5 - Percent Flow-Through			
OR-5-01-3000 OR-5-03-3000	% Flow Through - Total % Flow Through Achieved	Na Standard Developed 95%	75.38 97.21	22768 17656
		***	<u></u>	17000
OR-1-04-3210	OR-1 - Order Confirmation Timeliness (ASRs + LSRs) % On Time LSRC No Facility Check DS0			
OR-1-08-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 48 Hours 95% within 72 Hours	NA NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DB1	95% within 72 Hours	93.90	213
OR-1-06-3213 OR-1-06-3214	% On Time LSRC/ASRC Facility Check DS3 % On Time LSRC/ASRC Facility Check (Non DS0; Non DS1, & Non DS3)	95% within 72 Hours 96% within 72 Hours	96.72 100.00	61
	OR-2 - Reject Timeliness (ASRs + LSRs)			
OR-2-04-3200	% On Time LSR Relect No Facility Check	95% within 48 Hours	100.00	6
OR-2-06-3200	% On Time LSR/ASR Reject Fability Check	95% within 72 Hours	98.97	97
	OR-1 - Order Confirmation Timeliness			
OR-1-08-3210 OR-1-10-3211	% On Time ASRC No Facility Check DS0 % On Time ASRC Fecility Check DS1	95% within 72 Hours 95% within 96 Hours	NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA.	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 98 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-08-3200 OR-2-10-3200	% On Time ASR Reject No Facility Check % On Time ASR Reject Facility Check	95% within 72 Hours 95% within 95 Hours)— <u>NA</u>	├
	Legend Notations defined on Legend sheet - last page			
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CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	PROVISIONING - UNE POTS / SPECIAL SERVICES		
Metric #	College Colleg	Standard	Actual Performanca Number of Observations Yz CLEC Aggregate Vz All CLECs Standard Sampling Error Z-Score
PR-1-03-311	PR-1 - Average Interval Offered Av. Interval Offered - Dispetch (1-5 Lines) - Loop	Parity with Retail	2.67 3.93 11368 29 1.57 0.29 4.32
PR-1-03-314 PR-1-04-311	Av. Intervet Offered - Dispetch (1-5 Lines) - Platform	Parity with Retail Parity with Retail	2.57 2.94 11388 82 1.57 0.20 -1.35
PR-1-04-314 PR-1-05-311	Av. Interviil Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	2.26 6.80 66 5 1.52 0.71 -6.44 2.26 NA 66 1.52
PR-1-05-311		Parity with Relati Parity with Retail	2.93 4.00 42 4 1.77 0.93 -1.16 2.93 43.00 42 1 1.77 1.79 -22.37
PR-3-01-314 PR-3-06-311		Parky with Rutal	85.88 85.99 121865 57B 1.45 0.08
PR-3-06-3140	% Complisted in 3 Days (1-5 Lines - Dispatch) - Platform	Parity with Retail Parity with Retail	73.02 45.00 9837 20 9,94 2.43 73.02 72.22 9837 54 6.08 -0.13
PR-3-08-311 PR-3-09-311	% Completed in 5 Days. (1-5 Lines - Dispetch) - Loop New	95% Parity with Retail	97.50 95.00 9837 20 3.49 4.0.26
PR-3-09-3140	% Completed in 5 Days: (1-5 Lines - Dispatch) - Platform PR-4 - Missed Appointments	Panty with Retail	97.50 100.00 9837 54 2.13 \$000000.00
PR-4-02-3100 PR-4-03-3100	Average solely bays - Total	Parity with Retail No Standard	2.80 2.25 1304 4 3.72 1.86 0.19 2.95 2271
PR-4-04-3113 PR-4-04-3140	% Mesed Appt Vertzon - Dispetch - Loop New	Parity with Retail	5.36 0.87 23863 345 1.22 234 (69.58)
PR-4-05-3140		Parity with Retail Parity with Retail	5.36 0.67 23653 149 1.85 3.45 0.01 0.00 208366 1727 0.02 \$0000000
PR-5-01-3112	PR-5 - Fecility Missed Orders % Missed Appointment - Vertzon - Facilities Loop	Parity with Retail	3.35 0.87 23863 345 0.98 0.98
PR-5-01-3140 PR-5-02-3112	% Allesed Appointment - Verticon - Facilities - Platform % Orders Held for Facilities > 15 Davis - Loca	Parity with Retail Parity with Retail	3.35 0.67 23863 149 1.48 2.46 0.05 0.00 23863 345 0.12 \$60000.00
PR-5-02-3140 PR-5-04-3112	% Orders Held for Facilities > 15 Days - Platform	Parity with Relail No Standard	0.05 0.00 23863 149 0.18 300000.00
	PR-8 - Installation Quality	No Standard	
PR-6-01-3112 PR-6-01-3121		Parity with Retail for Found Troubles Parity with Retail for Found Troubles	7.75
PR-6-02-3520 PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE Loop	< = 2% None: Analysis Only	2.75 1.34 217/80 4.59 U.25 5.58 3.5 4.519 1.31 1.31 1.31 1.35 1.35 1.35 1.35 1.35
PR-6-03-3121	% installation Troubles reported within 30 Days - POK/TOK/CPE - Platform	None: Analysis Only	1.81 4407 1.31 4259
PR-8-01-3100 PR-8-02-3100		Panty with Retail	0.00 0.00 232229 2271 0 0.00 0.00 232229 2271 0
PR-0-02-3100	PR-9 - Hot Cuts Loops	Parity with Retail	0.00 0.00 232229 2271
PR-9-01-3520 PR-9-06-3520	% On Time Performance — Hot Cut Average Direction of Service Interruption	95% Completed Within Window No Standard	98.51 21.20 8 30
PR-1-12-3133	PR-1 - Average Interval Offered Av. Interval Offered : Disconnects	Parity with Retail	3.72 5.07 63138 2946 7.80 0.15 9.18
, IV-1-72-0100		t way the trade	3.0
	PR-1 - Average Interval Offered		
PR-1-01-3341 PR-1-02-3341	Av. Interval Offered — Total No Dispetch Av. Interval Offered — Total Dispetch	Parity with Retail Parity with Retail	1.45 5.00 299 1 1.72 1.72 -2.06 3.18 5.93 204 55 1.97 0.30 -9.19
PR-4-02-3341	PR-4 - Missed Appointments	Parity with Retail	3.30 2.00 27 1 5.42 3.48 0.37
PR-4-03-3341 PR-4-04-3341	Average Datey Days - Total % Missed Appointment - Customer % Missed Appointment - Vertzer - Dispetch	No Standard Party with Retail	3.30 2.00 27 1 3.42 3.48 0.37 20.24 84 2.51 \$500000.00
PR-4-05-3341 PR-4-08-3341	% Missed Appointment - Vertzori - No Dispetch % Missed Appt, Customer Late Order Conf.	Parity with Refail No Standard	0.00 0.00 214 2 0 0
F1(-4-00-3341	PR-5 - Facility Missed Orders	No Standard	
PR-5-01-3341 PR-5-02-3341	% Allised Appointment - Vertzon Facilities % Orders Held for Pacilities > 15 Days	Parity with Relaif Parity with Relaif	3.30 1.22 364 82 2.18 3695 49 365 0.00 0.00 364 62 0
PR-5-04-3341	% Orders Canonised (* 5 days) after Due Date - Due to Facilities	No Standard	100
PR-8-01-3341	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days	Perity with Retail Pole Disp	5.44 13.64 31341 88 2.42 -3.38
PR-6-03-3341	% Install, Troubles Reported within 30 Days - FOK/TOK/CPE	None Analysis Only	19.32 3.74 8.8
PR-8-01-3341	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00 0.00 578 84 0
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00 0.00 578 84 0
	NEW YORK SERVICE SERVICE AND S		
PR-1-01-3342 PR-1-02-3342	PR-1 - Average interval Offered Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	(No Standard See Published Interval)	8 445 5.87 271
	PR-3 - Completed within X Days	Saw Published Interval)	
PR-3-10-3342	% Completed in 6 Days: (1-5 Lines - Lotal)	95%	99.53
PR-4-02-3342		Parity with Retail Specials (DS0)	5.30 3.13 10 8 2.67 1.27 1.71
PR-4-03-3342 PR-4-04-3342	% Allesed Appointment — Customer % Missed Appointment — Verizon — Dispetch	No Standard <≠5%	9.43 9.20 495 0.00 509
PR-4-08-3342 PR-4-14-3342	% Messed Aget Customer Late Order Conf. % Completed On Time (with Serial Number)	No Standard 95%	0,00 509 08,41 441
PR-5-01-3342	PR-5 - Facility Missed Orders % Mased Appointment - Vertion Facilities	0	44
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI Parity with VADI	1.24 1.39 971 502 0.61 -0.25 0.10 0.00 971 502 0.17 500000000
,	16 Criters Cancelled (> Sidene) after Due Date - Due to Facilities	No Standard	0.00 515
PR-6-01-3342 PR-6-03-3342	PR-6 - Installation Quality ### Auditor Reported within 30 Days ### Install Traubles Reported within 30 Days ###################################	Parity with Retail Pote Disp	5.44 3.86 31341 518 1.01 1.57
_	PR-4 - Open Orders in a Hold Status	None: Analysis Only	7.53 518 518
PR-8-01-3342	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00 0.00 199 506
	Surtinued	Panty with Retail	0.00 0.00 199 5.09

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

Part		PROVISIONING - ONE POTS / SPECIAL SERVICES			
### -	Metric #		-	Vz CLEC Apprents Vz All CLECs Standard Separation Street 7 Sector	
### 40-03-03-04	PR-1-01-3343	Av. interval Offered - Total No Dispetch	Parky with VADI	2.85 2.94 9942 159 0.55 0.04 -1.36	\Rightarrow
### A 1970 197		% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.93 99.29 8540 140 0.23 0.23	
Part	PR-4-03-3343 PR-4-04-3343	Average Delay Days - Total **Nissed Appointment - Customer % Missed Appointment - Verzon - Dispetch	No Standard Parity with VADI	1.98 0.00 957 18 (5,000,000,000,000,000,000,000,000,000,0	00
### PR-0-20-305 Variable Proposed within 10 Dright Proprocedure Proposed Service Pr		% Missed Appointment - Vertzon Facilities			
### PR-0-02-2345 Controlled in 1 short # State # Display Press 1,000 Col. Co		% Install. Troubles Reported within 30 Days			
PR-1-0-13345 As intered College Total No Depation Party with VAD 28		Open Orders in a Hold Status > 30 Days			_
### PRY - 09-2345 February England Displaced Pry - 19 No. 288 M. 842 0.55		· · · · · · · · · · · · · · · · · · ·			_
PRI-0-20-2056 PRI-0-20-205		Av. Interval Offered - Total No Dispatch		2.88 NA 8942 0.55 3.00 NA 594 0.08	\exists
PR-4-0-3456 Nature Part		% Completed in 3 Days (1-5 Lines - No Dispatch)		99,93 NA 8540	
PR-5-0-1346 No. Interest District Facilities Facili	PR-4-03-3345 PR-4-04-3345	Average Delay Deys Total % Missed Appointment Customer % Missed Appointment Verzon Dispetch	No Standard Parity with VAO:	1.36 NA 957	
Press 1-34-5 Press Pre		% Missed Appointment - Vertzon Facilities]
PR-40-23345 Copen Criteria in a Field Bellan 2- 50 Days Prev ver VAOI 0.00 NA 13567 PR-8-02-3345 Copen Criteria in Field Bellan 2- 50 Days Prev ver VAOI Prev ver VAOI 0.00 NA 13567 PR-1-02-3200 PR-1-7-3200 PR-1		% restal. Traubles Recorded within 30 Days			
PR-1-08-3200 Av. Interval College - DSB		PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 50 Days Open Orders in a Hold Status > 50 Days]
Perty with Reast 10.31 NA 185 4.70 1.70					
PR-4-01-3210 PR-4-01-3210 PR-4-01-3210 PR-4-01-3210 PR-4-01-3210 PR-4-01-3211 PR-4-01-3210 PR-4-02-3200 PR-4	PR-1-07-3200 PR-1-08-3200 PR-1-09-3511 PR-1-09-3512 PR-1-09-3530	Av. Interval Offered - DS1 Av. Interval Offered - DS1 Av. Interval Offered - DS3 Av. Interval Offered - Total - EEL - Backbone Av. Interval Offered - Total - EEL - Loop Av. Interval Offered - Total - EEL - Loop Av. Interval Offered - Total - OF	Parity with Retail Parity with Retail EEL Legend EEL Legend IOF Legend	17.83 16.71 320 122 14.29 1.52 0.74 32.39 NA 18 24.06 1.00 2 1.00 2 1.00 41 1.359 27 1.359 27	
PR-5-01-3200 PR-5-04-3200 PR-5-04-3200 PR-5-04-3200 PR-5-04-3200 PR-5-01-3200 PR-5-01-3200 PR-6-01-3200 PR-6-01-3200 PR-6-01-3200 PR-8-01-3200 PR-8-	PR-4-01-3530 PR-4-01-3210 PR-4-01-3211 PR-4-01-3213 PR-4-01-3214 PR-4-02-3510 PR-4-02-3530 PR-4-02-3530 PR-4-03-3510	95 Missed Appointment - Verizon - Total - SEL 95 Missed Appointment - Verizon - Total - ICF 95 Missed Appointment - Verizon - DSD 95 Missed Appointment - Verizon - DSD 95 Missed Appointment - Verizon - DSS 95 Missed Appointment - Verizon - DSS 95 Missed Appointment - Verizon - DSS 95 Missed Appointment - Verizon - Special Other Average Desty Days - Total - EEL Average Desty Days - Total - EEL 95 Missed Appointment - Customer 95 Missed Appointment - Customer 95 Missed Appointment - Customer 95 Missed	Parity with Retail No Standard No Standard	41.67 8.70 12 48 15.98 2.89	
PR-8-01-3200 St. Installation Troubles reported within 30 Days - FOKTOK/CPE Party with Retail for Found Troubles None, Analysis Only 28 1981 228 1.16 -0.98 None, Analysis Only 228 None, Analysis Onl	PR-5-02-3200	% Missed Aspointment - Vertzon - Facilities	Parity with Retail	0.00 0.00 477 201	
PR-8-01-3510 Cheen Circles's in a Hold Statutus > 30 Days EEL Party with Retail Specials (DS1) Dosn Orders in a Hold Statutus > 30 Days EEL Party with Retail Specials (DS1) Dosn Orders in a Hold Statutus > 30 Days EEL Party with Retail Specials (DS3) 16.67 0.00 0.00 308 24 0.00		% installation Troubles reported within 30 Days			
	PR-8-01-3510 PR-8-01-3530 PR-8-02-3200 PR-8-02-3510 PR-8-02-3530	Open Criters in a Hold Status > 30 Days - Clein Orders in a Hold Status > 30 Days - EEL Open Orders in a Hold Status > 30 Days - ICF Open Orders in a Hold Status > 30 Days - ICF Open Orders in a Hold Status > 90 Days - ICF Open Orders in a Hold Status > 90 Days - ICF Open Orders in a Hold Status > 90 Days - ICF Open Orders in a Hold Status > 90 Days - ICF	Parity with Retail Specials (DS1) Parity with Retail Specials (DS3) Parity with Retail Parity with Retail Specials (DS1)	0.00 0.00 308 24 0 16.87 0.00 12 46 12.08 360000000 0.18 0.00 547 158 0.38 500000000 0.00 0.00 308 24 0 0	

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

			Actual Performance		Number of Observations				
Metric #		Standard	٧z	CLEC Aggragata	٧z	AR CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2-02-3550	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with Retail	0.04	0.53	3742534	108018	ALL PARTY OF	3 A.S.	
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.94 0.09	0.08	3742534	108246 108245		0.03	13.81
MR-2-04-3550 MR-2-05-3550	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Assessed VC/W MRAs None: Analysis Only		43.55 0.45		106246	-16		
		,,,			alada celo all microsophiante	100240			addust collects on incretedid
MR-3-01-3550	MR-3 - Missed Repeir Appointments % Missed Repeir Appointment – Loop	Parity with Retail	11.62	5.37	35215 T	559	30X 17 550 190	137	4.57
MR-3-02-3550	% Missed Repair Appointment - Central Office	Panty with Retail	7.77	4.76	3475	84	M16/3	2.95	1.27
MR-3-03-3550	% CPE/TOK/POK - Missed Appointment	No Standard		3.93		509		cultier side it 360	
MR-4-01-3550	MR-4 - Trouble Duretion Intervals Nean Time To Repair - Total	Parity with Retail	10.04	13.49	28400	643	19.95	A-96	7.00
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity with Retail	19,04	14.17	38890 35215	559	20.24	0.66	6.01
MR-4-03-3550 MR-4-04-3550	Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with Relail Farity with Relail	8.93 74.60	8.99 89.89	3475 38690	84 643	12.97	1.43	-0.04 8.83
MR-4-07-3550	% Out of Service > 12 Hours	Parity with Retail	57.80	48.09	29730	470		2.30	4.23
MR-4-08-3550	% Out of Service > 24 Hours	Parity with Relad	24.94	10.85	29730	470		2.01	7.00
	MR-5 - Repeat Trouble Reports						- Children beganden er en en en	**	
MR-5-01-3550	% Repeal Reports Within 30 Days	Parity with Retail	17.92	11.35	38690	643	Mark and the	1.52	4,31
	MR-2 - Trouble Report Rate								
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retail	0.94	0.78	3742534	31838		0.05	2.92
MR-2-03-3140 MR-2-04-3140	Network Trouble Report Rate - Central Office % Subsequent Reports	Parky with Retail Assessed VCAV MRAs	0.09	0.15 4.82 0.79	3742534	31838 311		0.62	-3,20 El-10 5
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0,79		31838			
	MR-3 - Missed Repair Appointments						- W.O. V		4 **
MR-3-01-3144 MR-3-01-3145	% Missed Repair Appointment - Platform Bus. % Missed Repair Appointment - Platform Res.	Panty with Retail Parity with Retail	15.07	13.71 11.54	5894 29216	197 52		2.59 4.33	0.52 -0.14
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	13.35	13.16	920	38		5.63 7.77	5000000.00
MR-3-02-3145 MR-3-03-3140	% Missed Repair Appointment - Central Office Res. % CPE/TOK/FOK - Mesed Appointment - Platform	Parity with Relail No Standard	5.74	0,00 6.80	2542	250			SUULAUSU
					-				
MR-4-01-3140	ARR-4 - Trouble Duration Intervals Mean Time To Repair - Tetal	Parity with Retail	19.04	13,16	38690	296	19.95	1.16	5.05
MR-4-02-3144 MR-4-02-3145	Mean Time To Report - Loop Trouble - Platform - Bus.	Parity with Relail Parity with Retail	12.56 21.50	12.43 20.98	5894 29216	197	16.08 20.30	1.18 2.82	0.11 0.18
MR-4-03-3144	Mean Time To Repair - Loop Trouble - Platform - Res. Mean Time To Repair - Central Office Trouble - Bus. Mean Time To Repair - Central Office Trouble - Res.	Penty with Retail	8.36 9.13	8.24	929	-52 38	20.30 12.64	2.82 2.09	0.06 80.0
MR-4-03-3145 MR-4-04-3140	Mean Time To Repair — Central Office Trouble - Res. S. Cleared (all troubles) within 24 Hours	Parity with Retail Parity with Retail	74.80	4.85 86.82	2542 38690	9 298	13,08	4.37 2.54	4.81
MR-4-06-3140	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with Relail	79.01 57.80	65.87 44.44	29730 29730	225 225		2.73 3.30	4,53
MR-4-07-3140 MR-4-08-3144	% Out of Service > 24 Hours - Bus.	Parity with Retail Parity with Retail	12.24	9.66	5391	176		2.51	1.03
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Parity with Retail	27.71	24.49	24238	49		6.40	0.50
	MR-5 - Repeat Trouble Reports W. Repeat Reports within 50 Days					296			
MR-5-01-3140	% Repeat Reports went 30 Days	Parity with Retail	17.92	15.20	38690	296		2.24	1.22
	The expression of the control of the								
	MR-2 - Trouble Report Rate								
MR-2-02-3341	Network Trouble Report Rate + Loop	Panty with Retail	0.93	0.28	3803862 3803862	3885 3685		0.15 0.05	-1.15 -3.88
MR-2-03-3341 MR-2-04-3341	Network Trouble Report Rate - Central Office	Parity with Retail Assessed VC/W MRAs	0.09	22.88	3003002	70			-0,00
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	\$31000\$\\$116161	1.60	9450000 Kd	3885	SESSEE LANGE VALUE OF		
	MR-3 - Misged Repeir Appointments					1	EXT.		Sept. W. Chinadana
MR-3-01-3341 MR-3-02-3341	% Missed Repeir Appointment - Loop % Missed Repeir Appointment - Contrat Office	Parky with Retail Parky with Retail	11.71 8.07	9.09	35349 3545	43 11		4.91 8.23	6.26
MR-3-03-3341	% CRE/TOK/FOK - Massed Appointment	No Standard		1.61	Color Will	62	entre trebita de la	ecerca (DAC) ISS	
	MR-4 - Trouble Duration Intervals								
MR-4-01-3341 MR-4-02-3341	Moan Time To Repeir - Total Mean Time To Repeir - Loop Trouble	Parity with Relaif Parity with Relaif	19.27 20.07	11.48 13.06	38894 35349	54 43	39.83 20.35	5.42 3.11	1.44 2.26
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Partly with Retail	11.23	5.29	3545	11	114,92	34.70	5.17 4.06
MR-4-04-3341 MR-4-07-3341	% Cleaned (all troubles) within 24 Hours % Out of Service > 12 Hours	Parity with Retail Parity with Retail	74.58 57.75	94.44 36.59	38894 29804	54 41		5.93 7.72	2.74
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Rate	24.92	7.32	29804	41		6.76	283/14 (25%)
	MR-5 - Repeat Trouble Reports N. Repeat Reports within 50 Days								
MR-5-01-3341	% Repeat Reports within 50 Days continued	Parity with Retail	17.90	16.67	38894	54		5.22	0.24
	watterieve								

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	PETTO PE		Actual P	erformance	Number of Observations				
Matric #		Standard	٧z	CLEC Aggregate	٧z	All CLEC	Standard Deviation	Sampling Error	Z-Score
MR-2-02-3342	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop	Parity with Retail	0.93	0.56	3803862	14222	12014005050	9 0.08	4.84
MR-2-03-3342 MR-2-04-3342	Network Trouble Report Rate - Central Office	Parity with Retail Assessed I/C/W MRAs	0.09	0.09	3803862	14222 137		0.03	0.07
MR-2-05-3342	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		18.25 0.70		14222			
	MR-J - Missed Repair Appointments								
MR-3-01-3342 MR-3-02-3342	% Missed Repair Appointment - Loop: % Missed Repair Appointment - Central Office	Parity with Retail Parity with Retail	8.07	7.61	35349 3545	92		3.36	1.22 8000000.00
MR-3-03-3342	% Missed Repair Appointment – Central Office %CPE/TOK/FOK – Missed Appointment	No Standard		0,00		100			
450 4 00 0040	MR-4 - Trouble Duration Intervals Mean Time To Repair - Loop Trouble								
MR-4-02-3342 MR-4-03-3342	Meen Time To Repair - Central Office Trouble Kent Time To Repair - Central Office Trouble K Cleaned (all troubles) within 24 Hours	Parity with Retail Parity with Retail	20.07 11.23	13.59 3.07	35349 3545	92	20.35	2.12 25.77	3.05 0.32
MR-4-04-3342 MR-4-07-3342	% Cleaned (all troubles) within 24 Hours % Out of Service > 12 Hours	Parity with Retail Perity with Retail	74.58 57.75	85.71 36.17	38894 29804	112		4.12 5.10	2.70 4.23
MR-4-08-3342	% Out of Service > 24 Hours	Penty with Retail	24.92	15.96	29804	94	endonad 4.	4.47	2.01
	MR-5 - Repeat Trouble Reports % Repeak Reports within 30 Days								
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with Retail	17.90	14.29	38894	112		3.83	1.00
	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop								
MR-2-02-3343 MR-2-03-3343	Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office	Panty with VADI Panty with VADI	0.19	0.04	124691 124691	2801 2801		0.08	2.81 5000000.50
MR-2-04-3343 MR-2-05-3343	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Assessed I/C/W MRAs None Analysis Only	A14 100 4 35	60.00	100000000	5 2801			2 (A)
N#R-2-05-3343		None Analysis Only		0.79	RECORD MANAGEMENT	2001	grammar e folkligen, storage a cu	politica (d) + 1 (desirado e calebrate)	teriorită, ani calul
MR-3-01-3343	MR-J - Missed Repair Appointments % Missed Repair Appointment - Loop	Parity with VADI	17.58	0.00	262	1			\$000000.00
MR-3-02-3343 MR-3-03-3343	% Missed Repair Appointment - Central Office %CPE/TOK/FOK - Missed Appointment	Parity with VAOI No Standard	6.19	0.00 4.55	97	22		24-22	5000000.00
	MR-4 - Trouble Duration Intervals								00 10 CO V 200001 190002
MR-4-02-3343	Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with VADI	22.57 9.77	8.50	262 97	1	21,23	21.27	0.65
MR-4-03-3343 MR-4-04-3343	Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours	Parity with VADI Parity with VADI	74.65	5.87 100.00	359	2	10.78	30.85	0.38 5000000.00 5000000.00
MR-4-07-3343 MR-4-08-3343	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with VADI Parity with VADI	59.37 25.07	0.00	347	1 1		49.18 43.40	5000000.00 5000000.00
1997 (-1-00-30-3		ranj ma	25.01	2.00					
MR-5-01-3343	MR-5 - Repeat Trouble Reports W. Repeat Reports within 30 Days	Parity with VADI	62.12	50.00	359	2		34.40	1.07
MR-2-02-3345 MR-2-03-3345	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Contral Office	Parity with VADI Parity with VADI	0.19	NA NA	124691 124691				
MR-2-04-3345	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Assessed I/C/W MRAs	300-07 - At - C - 5000	N/A	ALIDAS S				
MR-2-05-3345		None: Analysis Only	illini (ib. ca	NA NA	and the state of t		Bar Amandelle, de tatas		
MR-3-01-3345	MR-3 - Missed Repair Appointments 1% Masset Repair Appointment - Loop 1% Masset Repair Appointment - Loop 1% Masset Repair Appointment - Central Office 1%CPE/TOMFOX - Masset Appointment	Parity with VADI	17.56	NA .	262				
MR-3-02-3345 MR-3-03-3345	% Missed Repair Appointment - Central Office	Perky with VADI No Standard	6.19	NA NA	97				S. TESS TERMS
MH-3-03-3343		NO SHEETS	CONTRACTOR OF THE PARTY OF THE		MCEAN COMPANY OF 10 10		September of the	ned be an alcaholica in repetition	No. Strain - Address on a St. L. 4823
MR-4-02-3345	MR-4 - Trouble Duration Intervals Mean Time To Repair - Loop Trouble	Parity with VADI	22,57	NA NA	262		21.23		
MR-4-03-3345 MR-4-04-3345	Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleaned (all troubles) within 24 Hours	Parity with VADI Parity with VADI	9.77 74.65	NA NA	97 359		10.79		
MR-4-07-3345 MR-4-08-3345	% Out of Service > 12 Hours % Out of Service > 24 Hours	Panty with VADI Panty with VADI	59.37 25.07	NA NA	347 347				
MK-4-00-3343	· · · · · · · · · · · · · · · · · · ·	Parky With VAD:	23.01	1905			Maria and Maria and and	•	
MR-5-01-3345	MR-5 - Repeat Trouble Reports "A Repeat Reports were 30 Days	Parity with VADI	62.12	NA NA	359				
	MR-2 - Trouble Report Rete								
MR-2-01-3200	Network Trouble Report Rate	Panty with Retail	0.23	1.65	450705	4185 4185		0.07	-19.13
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.84		4103			
MR-4-01-3216	MR-4 - Trouble Curation Intervals Mean Time To Repair - Total - Non DS0 & DS0	Parity with Retail	8.48	NA I	807		6.08		
MR-4-01-3217 MR-4-04-3216	Mean Time To Repair — Total - Non DS0 & DS0 Mean Time To Repair — Total - Non DS0 & DS0 Mean Time To Repair — Total - DS1 & DS3 % Cleared (all troubles) within 24 Hours - Non DS0 & DS0 % Cleared (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail Parity with Retail	8,48 7,96 98,14	6,66 NA	225 807	69	9.10	1.25	1.05
MR-4-04-3217	% Cicerod (all troubles) within 24 Hours - DS1 & DS3	Penty with Retail	95.56	98.55	225	69		2.63	1,65
MR-4-08-3216 MR-4-08-3217	% Out of Service > 4 Hours - Non DS0 & DS0 % Out of Service > 4 Hours - DS1 & DS3	Parity with Retail Parity with Retail	57,59 67,71	NA 54.24	790 223	59	Kodini da	6.85	1.97
MR-4-08-3216 MR-4-08-3217	% Out of Service > 24 Hours - Non DS0 & DS0 % Out of Service > 24 Hours - DS1 & DS3	Parity with Retail Parity with Retail	1.90 4.48	NA 1.69	790 223	59		3.03	7.46
	<u>'''</u>	. Dry emilian							
MR-5-01-3200	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with Relail	18.02	10.14	1032	69		4.78	1.65
	Legend Notations defined on Legend sheet - last page								
	· · · · · · · · · · · · · · · · · · ·								

CLEC Aggregate Performance TRUNKS

	Date 2.1. Prince 4.8. Section 5.5 Percentage 4. According to the section of								
Metric #	OR 1 - Order Continuedou Throllone	Standard		Actual Performance		Number of Observations			
OR-1-12-5020 OR-1-12-5030	OR 1 - Order Confirmation Timeliness % On Time FOC (<= 192 Forecasted Trunks)	95% on time 10 Business Days		100.00	!	27	1		
OR-1-13-5020	% On Time FOC (> 192 and Unforecasted Trunks) % On Time Design Leyout Record (DUR)	Negotiated Process 95% on time 10 Business Days	. [-	89.09 100.00		110	}		
OR-1-19-5020 OR-1-19-5030	% On Time Resp Request for inbound Augment Trunks (<= 192 Forecasted % On Time Resp Request for inbound Augment Trunks (> 192 Forecasted	95% on time 10 Business Days Negotiated Process	·	100.00 NA		1	1		
		(togosala / jourge	<u>i</u>	18/7		<u> </u>			
OR-2-12-5000	OR-2 - Reject Timeliness % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	85% on time 10 Business Days		100.00		3	1		
			Actual Parks	CTILLABOR O	Number o	f Observations	-		
				LEC Aggregate	٧z	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-09-5020	PR-1 - Average Interval Offered Av. Interval Offered Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	16.13	18,33			1.36	0.68	-3.33
PR-1-09-5030	Av. Interval Offered - Total (> 192's Unforecasted Trunks)	Parky with IXC / FGD	26.57	18.83	35	12	14.17	4.74	1.63
	PR-4 - Missed Appointment - Vertzon - Total								
PR-4-02-5000	Average Delay Days - Total (Parity with IXC / FGD Parity with IXC / FGD	0.00 NA	0.00 NA	4721	11785			
PR-4-03-5000 PR-4-07-3540	% Missed Appointment - Customer % On Time Performance - LNP Only	None: Analysis Only 95% on Time		22 93 99 84		11785 4862			
	PR-5 - Facility Missed Orders					7002	All a self-selection based on a discontinue of selection referen	Andrew Street St	
PR-5-01-5000	% Missed Appointment - Verizon - Fechies	Parity with IXC / FGD	0.00	0.00	4721	4186	1867 P. WEST 4		0
PR-5-02-5000 PR-5-03-5000	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Perity with IXC / FGD Parity with IXC / FGD	0.00	0.00	4721 4721	4186 4186			<u>s</u>
	PR-4 - installation Couling								
PR-6-01-5000	PR-6 - Installation Quality % installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	4721	11785			0
PR-6-03-5000	% inst. Troubles reported within 30 Days - FGK/TOK/CPE	None: Analysis Only		0.00	CZCZCZACK. 09	11785	To the think of the control of the c	antan kuri sarah da a	
PR-8-01-5000	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Daye	Parily with IXC / FGD	0.04	0.00	4721	11785	\$100 S. 1887, 76	0.03	5000000.00
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Parily with IXC / FGD	0.00	0.00	4721	11785	Parint John		Q .
	MR-2 - Trouble Report Rate								
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	268137	433017	etska k (4	0.00	0.25
	MR-4 - Trouble Duretton Intervals Moan Time To Repair - Total						8-12	0.16	0.44
MR-4-01-5000 MR-4-04-5000	% Cleared (all excelses) within 24 Hours	Panty with IXC / FGD Panty with IXC / FGD	1,00	0.93 100.00	11	16	0.41	0.10	0
MR-4-05-5000 MR-4-06-5000	% Out of Service > 2 Hours % Out of Service > 4 Hours	Parity with IXC / FGD Parity with IXC / FGD	0.00	0.00	10	16 16			0
	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with IXC / FGD Parity with IXC / FGD	0.00	0.00 D.00	10	16 16			0
		,			.,,		SAN	· · · · · · · · · · · · · · · · · · ·	
MR-5-01-5000	MR-5 - Repeat Trouble Report Rates % Repeat Reports with 30 Days	Perity with IXC / FGD	27.27	12.50	11	16		17.44	1.47
1									
•	NP-1 - Percent Finel Trunk Group Blockage								
NP-1-01-5000	% Figur Trank Groups Expending Blocking Standard	See Guidelines	1.96	0.00	306	358		1.08	5000000.00
NP-1-02-5000 NP-1-03-5000	% FTG Exceeding Blooking Bid. —ONE Exceptions) Number FTG Exceeding Blooking Std. — 2 Months Number FTG Exceeding Blooking Std. — 3 Months	See Guidelines See Guidelines	1.96	3.07 0	308	358 358 358		1.08 (1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08 / 1.08	-1.03
NP-1-04-5000	Number FTG Esceeding Blocking Std 3 Months	See Guidelines		0 8		358			
NP-2-01-8701	NP-2 - Collocation Performence - New % On Time Response to Request for Physical Collocation	95% on time	_	NA J	г				
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% on time No standard		NA 67,50		erelias ances comple			
NP-2-03-6701 NP-2-04-6701	Average Interval - Physical Collocation Average Interval - Virtual Collocation	No standard		128.Q0		Section 1885			
NP-2-08-6701	% On Time - Physical Collocation % On Time - Visual Collocation	95% on time 95% on time		100.00	Ŀ	1			
NP-2-07-6701 NP-2-08-6701	Average Delay Days - Physical Collocation Average Delay Days - Virtual Collocation	No standard No standard	<u> </u>	NA NA	Ł				
_					_				
NP-2-01-6702 NP-2-02-6702	NP 2 - Collection Performence - Augment % On Time Response to Request for Physical Collection S. On Time Response to Request for Physical Collection S. On Time Response to Request for Physical Collection	95% on time 95% on time	F	100.00	F	9			
NP-2-03-6702	% On Time Response to Request for Virtual Collection Average Interval — Physical Collection - 76 Days Average Interval — Physical Collection - 76 Days Average Interval — Physical Collection - 76 Days	No standard No standard		100.00 47.18	1				
NP-2-04-6702	Austrana Internal - Virtual Collegation	No standard		70.00	ž				
NP-2-05-6712	% Cn Time - Physical Collocation - 76 Days % On Time - Physical Collocation - 45 Days	95% on time See Legend ¹	<u> </u> -	100.00 NA	F	11			
NP-2-06-6702	S. On Time - Virtual Collegation	95% on time No standard	F	100.00 NA	F	1			
NP-2-08-6702	Average Delay Days - Physical Collocation Average Delay Days - Virtual Collocation	No standard		NA	ב				
J.	egend Notations defined on Legend sheet - last page								

LEGEND

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* * Verizon North (CT, MA, ME, NH, NY, Rt, VT)

*** = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, Rt, VT, VA, WV and DC)

*** = MA onty

*** = Verizon NE (MA, ME, NH, Rt, VT)

*** = NY and CT

*** = NY and CT

*** = NY and CT combined (CLEC result only)

1 = 80% for February and March 2002 data months

= 85% for February and March 2002 data months

= 85% for June 2002 and forward data months

*** = S6% for April and May 2002 data months

*** = No Activity

NE = No Existing Functionality

TBD = Performance metric is under review

NA = No Activity

NEF = No Existing Functionality

TBD = Performance standard is to be determined

R3 = Run 3 times per year

*** ICWW MRAS = Parity to be assessed in conjunction with missed appointments

1.9=5, 10** Negotiated = 1-9 Loops, 5 days

10** Loops, Negotiated

95% Completed Within Window = Standard for Cuti-Over Window

10 to 49 lines: 2 hours

50 to 99 lines: 3 hours

100 to 199 lines: 4 hours

200 plus lines: 8 hours

EEL = 1-9 Loops, 15 days

10**, Negotiated

No Facilities (ECCC+15 Days)

Disconnects, 2 Days

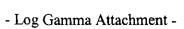
IOF = Facilities Check, 72 Hours

Facilities Available (Quantity 1-8), 15 Days

Facilities Available (Quantity 1-8), Negotiated

Jeopardy = 100% at least 24 hours before due date with facilities

100% at least 48 hours before due date without facilities
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March 27, 2002

Wholesale Customer:

Consistent with the newly approved Appendix K of the C2C guidelines, Verizon has implemented a Log Gamma macro on the monthly C2C reports to provide a result equivalent to that of permutation testing. The Log Gamma macro will evaluate the results for all counted metrics at both the aggregate and CLEC specific level. It will then determine if the sample sizes are small enough to qualify the metric for permutation testing. If the metric qualifies, then the Log Gamma macro will be applied to determine a Z score. Any Z score that is determined as a result of the Log Gamma test will be highlighted in yellow. In some instances, the Z score is listed as a positive five million, or a negative five million. This merely indicates that the result is an extremely large positive or negative number. A positive five million indicates that the metric has met the standard. A negative five million indicates that the metric has missed the standard.